



Volunteer Position Descriptions

At Pamplin Historical Park we ask our volunteers to help us maintain the high standards that the public has come to expect from an award-winning historic site. With that in mind, every volunteer is expected to fulfill the following items:

_Maintain cordial, cooperative, and professional work relationships with supervisors, co-workers, and the public.

_Answer basic questions about Park features, facilities, and history.

_Maintain a professional appearance in accordance with Park standards.

_Demonstrate reliable attendance and punctuality.

The following are detailed descriptions of volunteer positions:

The Administrative Assistant Volunteer will:

- Answer incoming telephone calls and route them to appropriate staff members using professional techniques consistent with outstanding customer service standards.
- Accurately answer frequently asked questions about Park features, operating hours, events, and employment opportunities.
- Greet visitors to the reception area and act as the Park's host until visitors are directed to the appropriate staff member.
- Communicate effectively and in accordance with approved procedures on the Park's radio network.
- Provide telephone support for Petersburg Area Regional Tourism by answering incoming calls and responding to requests.
- Offer general administrative support to Park staff as determined by the President & CEO.
- Handle incoming and outgoing mail, to include bulk mail procedures in accordance with postal regulations.
- Demonstrate the ability to work on assignments without close supervision.
- Use the Internet effectively to accomplish goals and conduct research.

The Facilities Maintenance Volunteer will:

- Perform general janitorial maintenance of all Park buildings.
- Participate in cutting and trimming of lawns and meadows.
- Maintain trees and shrubbery.
- Perform leaf and litter removal.
- Perform trail construction and repair.

- Safely operate electrical hand tools and grounds equipment, including chainsaws, weed eaters, blowers, and tractors.

The Food Service Volunteer will:

- Comply with all health codes.
- Provide high-quality customer service to visitors.
- Assist with receiving and stocking of deliveries according to operational standards and in a timely manner.
- Prepare food in accordance with operational standards and in compliance with all applicable codes.
- Perform required clean-up duties in a timely manner according to operational standards.
- Accurately operate a computerized POS system.
- Assume responsibility for accurate cash handling.
- Accurately assist visitors with questions about Park events, resources, layout, and history.
- Assist in vending machine and cash handling related functions.
- Assist with retail sales operations as needed.

The Historic Agriculture Volunteer will:

- Perform daily agricultural activities of an antebellum southern farm as they relate to livestock care and the maintenance of the Park's agricultural displays.
- Assist in the planting, maintenance, and harvesting of field crops, garden vegetables, and herbs.
- Work with both modern and 19th-century agricultural equipment to complete tasks.
- Ensure the proper care and maintenance of heritage breed livestock.
- Work with the Historic Agriculture Specialist and the Chief of Interpretation and Program Development to achieve site goals and projects consistent with the Park's interpretive themes.
- Assist with agricultural research programs.
- Be able to work in all types of weather.

The Interpretation Volunteer will:

- Assist in the daily operations and interpretation of the Park's Military Encampment or Tudor Hall Plantation. This work will be performed in period clothing, outdoors in all types of weather conditions.
- Assist with demonstrations and guided tours following specific program outlines to large and varied audiences.
- Assist with the implementation of living history related programs and activities.
- Conduct programming in support of the Education and Visitor Services Department for large groups of students and adults.
- Assist in the maintenance of areas used by the department staff.

The Library and Research Volunteer will:

- Assist with shelving, cataloguing, and maintaining the security and proper care of the Park library spaces in accordance with Park standards and procedures.

- Conduct historical research using the Park library and outside sources as appropriate.
- Demonstrate the ability to use word processing and data base management computer software.
- Demonstrate the ability to work on projects and assignments without close supervision.

The Marketing Volunteer will:

- Assist in the implementation of the Park's annual marketing plan.
- Fulfill materials to include brochure requests, tour operator kits, public information mailers, and requests for other information about the Park and the wide variety of Park products and services, and track all mailings.
- Place promotional information on website calendars.
- Distribute Park press releases and media alerts.
- Create and maintain mailing lists and the public relations contact database.
- Staff Park's marketing booth at trade shows to promote products and services.
- Maintain positive relationships with staff at State Welcome Centers, Visitor Centers, and CVB's.
- Compile Visitor Research data for distribution to Park staff.
- Assist in the collection of competitive intelligence.
- Solicit outlets and track consignment ticket programs.
- Perform data entry of visitor provided information to the Park.
- Recommend promotional opportunities with local, regional and national partners to the Chief of Marketing, Development and Membership Services, and help execute approved promotions.
- Represent the Park at tourism and professional organization meetings as assigned.

The Park Ranger Volunteer will:

- Patrol assigned areas on foot, utility vehicle, or motor vehicle to protect and preserve Park resources, promote public safety, and enforce Park rules, regulations, and security procedures in accordance with approved policies and procedures consistent with training.
- Report acts of vandalism, suspicious or criminal activity, or police related situations to Park Rangers for investigation in a timely manner according to approved Park policy.
- Assist with safety inspections of the Park's trail system and facilities.
- Assist with the daily cleaning, maintenance, and appearance of the Park's trail system to include cleaning and checking exhibits, clearing trails of leaves and debris, and maintaining the trails at the Park's high appearance standards.
- Assist full time Rangers in responding to emergency situations according to Park policy as assigned.
- React calmly and quickly in emergency situations consistent with approved Park policy.
- Conduct searches for missing visitors in accordance with approved policy.
- Assist visitors by providing information, directions, and answering questions.

- Operate a motor vehicle, utility vehicle, light duty tractor, and hand and power tools to include but not limited to chainsaws, leaf blowers, and weed eaters after proper training and in accordance with approved Park policy.

The Retail Volunteer will:

- Provide high-quality customer service to visitors.
- Perform all aspects of front line museum admission and store operations according to Park standards.
- Accurately unpack, apply pricing stickers, and stock inventory.
- Restock, clean, and straighten displays and work areas as needed.
- Accurately process sales through a computerized POS system.
- Process mail and website orders accurately and in a timely manner.
- Restock the Information Center and brochure distribution rack in the NMCWS.
- Assume responsibility for accurate cash handling.
- Accurately assist visitors with questions about Park events, resources, layout, and history.

Visitor Services and Education volunteer will:

- Orient visitors at Duty Called Me Here, including distributing and collecting audio equipment, and answering visitor questions.
- Serve at the Battlefield Center desk, greeting and orienting visitors, monitoring exhibits, and answering the phone.
- Assist with history camp, helping campers, preparing and organizing props and materials needed for the activities.