



United States Department of the Interior
BUREAU OF LAND MANAGEMENT
Red Rock Canyon / Sloan Field Office
1000 Scenic Loop Drive,
Las Vegas, Nevada 89161



VOLUNTEER POSITION DESCRIPTION

POSITION TITLE: Information Desk Volunteer

POSITION DESCRIPTION: Assist with visitor services by acting as an information specialist at approved sites within the Red Rock Canyon NCA, mainly the Visitor Center Desk and outdoor exhibits. This position will answer questions and direct the public on how to experience and explore Red Rock Canyon safely and sustainably and keeping the information desk stocked with the appropriate brochures and maps. This position demands customer service skills and the ability to work with international guests. Disgruntled visitors are a rare but not an unheard-of occurrence. This role does require some de-escalation techniques and/or delegation of that task to the on-site Park Ranger(s). All locations for this role must be approved through an annual work plan and will be in coordination and authorized by the assigned TEAM lead, BLM Volunteer Coordinator, and NCA Manager. *

PHYSICAL ACTIVITY/FITNESS REQUIREMENTS: This role may involve standing or walking for long periods and sun/heat exposure. In addition, the work may consist of bending, lifting, reaching, and carrying heavy or awkward loads/objects and the use of supplies, tools, and equipment. Working both as a team and individually is also required.

PHYSICAL LOCATION OF PROJECTS: Red Rock Canyon National Conservation Area (NCA) Visitor Center, primarily inside at the front desk but also possibly outside in the exhibit area.

TRAINING REQUIREMENTS:

- Volunteer Orientation
- Information Desk training, an annual refresher must be taken which is usually available October through December.
- [Leave No Trace Principles](http://lnt.org) (Self-paced Online Search: **Leave No Trace 7 Principles site:lnt.org**)

UNIFORM STANDARD (CASUAL DRESS CODE): Review Uniform and Apparel Standards and Regulations for Volunteers for more details

- Uniform items provided by either BLM or Friends of Red Rock Canyon
 - Uniform Shirt
 - Uniform Hat
 - Name Badge
- If the uniform items listed above are not available, vests with the BLM logo are provided to wear over personal shirt.
- Personal clothing (shirts, pants, etc.) should be clean without any ragged or visibly damaged areas.
- Comfortable shoes

POTENTIAL HAZARDS: Review associated Risk Management Worksheet for more detail.

- Trip/fall hazard (slippery floors, uneven surfaces, etc.)
- Cut/pinch/crush hazards from office supplies (scissors, drawers, etc.)
- Lifting injuries-back, muscles, joints
- Physical and mental fatigue
- Environmental hazards in outdoor exhibit area or in front of the Visitor Center

REPORTING REQUIREMENTS:

- **Follow Check in/Check out protocol and other procedures and stipulations with the BLM Supervisor**
- **Immediately report any injuries (within 48 hours)** sustained while in volunteer service to your BLM Supervisor, even if you think the injury is not serious. Worker's compensation claims require documentation and have strict timelines.
- **Immediately report any damages** to personal or government property sustained while in volunteer service to your BLM Supervisor.
- **All volunteer hours are due by September 30th** each year for BLM end of year reporting. If you have any issues reporting hours. Please contact Emily Ryan at eryan@blm.gov.
- **Volunteers will not act as Law Enforcement but will report concerns and illegal activity to their BLM Supervisor.**

OTHER REQUIREMENTS:

- Volunteer agreements must be renewed in **October** each year.
- Refer to attached Risk Management Worksheets to mitigate all risks as effectively as possible.
- Let the BLM Ranger know if I do not consent to photographs being taken of me.
- When in service, BLM volunteers are representing the BLM. As such, volunteers must adhere to all relevant BLM policies, including, but not limited to: Public Contact protocols, Equal Employment Opportunity, Drugs and Alcohol, Prevention of Sexual Harassment.
- **Cultural and paleontological briefing:**
 - Red Rock Canyon NCA has many cultural and paleontological resources. The Archaeological Resources Protection Act and Paleontological Resources Preservation Act, both state that touching, removing, taking, or damaging in any way, any archaeological and paleontological resources is illegal and can be punishable by law.
 - If you find something, do not move the item, cease work in the vicinity of the find and notify a BLM ranger. Err on the side of caution. This includes arrowheads, pottery sherds, any artifacts that look at least 50 years old and animal tracks on rocks, which are the types of fossils found in Red Rock.

SUPERVISION: Chad Hoing / Designated Team Lead(s) / Emily Ryan (Volunteer Coordinator)

IMPORTANT CONTACT INFORMATION:

Red Rock Canyon Main Information Line: (702) 515-5350

LAKE Non-emergency Dispatch: (702) 293-8998

Emily Ryan (Volunteer Coordinator): eryan@blm.gov or (702) 515-5313

* Any work completed outside of this job description may lead to termination of the authorized volunteer agreement.