



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:** Red Rock Canyon National Conservation Area (NCA) Ambassador

**POSITION DESCRIPTION:** This position is an extension of the Information Desk assignment, which is located within and around the Visitor Center. This role serves as the field counterpart to the Information Desk, assisting with visitor services by acting as an information specialist. Responsibilities include answering questions, directing the public on how to safely and sustainably experience Red Rock Canyon NCA, and more. This role requires exceptional 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 reporting situations to Park Ranger staff via radio and other communication methods. 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. Ambassadors will sign in and out at the Visitor Center, as well as pick up a radio and any other necessary equipment. Additionally, Ambassadors will maintain a shift report and submit it in person on a designated sheet at the Visitor Center.

**PHYSICAL LOCATION OF PROJECTS:** Red Rock Canyon NCA parking areas:

- Calico 1
- Sandstone Quarry
- Pine Creek
- Willow Spring
- Red Spring

**TRAINING REQUIREMENTS:**

- Volunteer Orientation
- Ambassador Training
- Personal Safety and Situational Awareness
- Leave No Trace Principles
- Operation of BLM official radios and call procedures

### **UNIFORM STANDARD (CASUAL DRESS CODE):**

- 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
- Sun protection is highly recommended (hat, sun sleeves, long pants, etc.)

### **POTENTIAL HAZARDS:** Review attached Risk Management Worksheet for more detail.

- Trip/fall hazard, walking in rugged/uneven terrain
- Cut/puncture hazards
- Lifting injuries-back, muscles, joints
- Pinch/crush hazards
- Physical and mental fatigue
- Environmental hazards

### **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](mailto: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](mailto:eryan@blm.gov) or (702) 515-5313

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