

## **Oregon Parks and Recreation Department Volunteer Job Description**

JOB TITLE: **TRAIL HOST** (All Seasons)      DATE ESTABLISHED: 12/2004

SUPERVISOR: Karen Houston    TITLE: Volunteer Coordinator    PHONE: (503) 636-9886 ext.222

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**Duration:** On going – yearly insurance and application renewal requirements exist

**Time Requirements:** 5-10 hours per month per individual – no set schedule

**Job Site:** Trails and Nature Center

**Volunteer Reports to:** OPRD Staff; specifically, Visitor Services Team Leader

**Position Responsibilities:** Generally, job duties will include extensive public contact using solid customer service skills and experience. This contact includes providing visitors with park information, local community information, and informing park visitors of park rules and regulations. Continual walking over uneven ground is required.

**Job Requirements:** Volunteer must be able to successfully complete volunteer insurance enrollment form, volunteer application form, and criminal background check. OPRD verbal judo training is required. Knowledge of the park and the Portland area is preferred. Wearing OPRD issued volunteer identification (nametag, vest, hat, etc...) is required while volunteering.

**Special Consideration:** The help and support of volunteers is recognized and rewarded at OPRD. Volunteers will receive training, support, and recognition for their efforts. It is recommended that you volunteer with either another trail host or a trail buddy (family member, friend, spouse, etc...).

**Orientation/Training:** Park staff will provide all the necessary training for the volunteer to successfully perform duties. Training will include effective communication instruction & levels of authority training. Volunteers will also be required to complete field hours to ‘shadow’ qualified OPRD staff. Staff will also provide safety modules and training required to do your job safely. An Emergency Procedure Manual is provided for major and minor emergencies affecting visitor services in the park. A list of contacts is provided so that a trail host has ready resources available for assistance.

**Tools and Equipment Used:** OPRD issued radio and/or cell phone or personal cell phone

**Management Objective:** The purpose of a trail host is to assist park staff in providing excellent visitor experiences in the park by informing park visitors about park rules and regulations, provide visitors with park information, and reporting to OPRD staff any safety hazards or rule violations that occur. Trail hosts will be visible supporters of OPRD and its mission.