



City of Torrance

Madrona Marsh Preserve & Nature Center

Volunteer Position Description

Marsh Ambassador: Reception Area



Position: Marsh Ambassador: Reception Area

Job Description: Provide front desk coverage during operating hours. Oversee Nature Center public area; greet visitors, answer questions, provide information. Interface with staff; obtain up-to-date operational information, provide status, filter questions. Provide general administrative assistance to the Nature Center Manager and staff.

Typical activities include:

1. Act as the first contact for visitors entering the Nature Center.
2. Answer phone; take questions, direct calls, provide information.
3. Greet visitors; monitor traffic, answer questions, offer guidance.
4. Direct attendees to classes or meetings, may collect fees.
5. Assist staff in a variety of administrative work tasks.
6. Oversee Nature Center ensuring safety of visitors.
7. Ensures display kiosks are stocked with supplies, pamphlets, and flyers.

Required Skills: Must be 18 years of age, and must pass fingerprint background check. Clear, concise communicator, patient, and intuitive; Possessing good people skills: engaging, professional, patient; Comfortable using a computer/internet. Knowledge of MS Office helpful; Flexible; comfortable with different work tasks; Good with children; and Comfortable around animals.

Training:

1. A two-hour general orientation to the Preserve and Nature Center.
2. On-the-job training provided by Staff; Volunteers work in tandem with Center staff and/or volunteers for the first month.
3. Access to classes conducted in Nature Center.

Approximate Time Commitment / Hours per month

The Center is open from 10 A.M. to 3 P.M., Tuesday through Saturday. Ambassadors select either a morning shift (10-12:30), or afternoon shift (12:30-3:00).

A commitment of one day per week is requested.

Benefits to the Volunteer

Provide a valuable service to the City of Torrance and the Nature Center staff. Meet interesting people. Gain valuable work experience. Access to classes and events. Uniform shirt provided. Opportunities to participate in related volunteer activities such as; community outreach, special events, teaching.

For questions, email MarshVolunteers@TorranceCA.Gov

