

Summary

Visitor Services volunteers act as ambassadors for OC Parks within most of our OC Parks facilities. General tasks include walking the park on busy weekends or holidays to be a visual presence representing OC Parks. Assist visitors with any questions or issues they may have and report any issues within the park facility to staff.

Duties and Responsibilities

- Greet park visitors and provide basic park orientation.
- Provide park maps to visitors.
- Provide information about park amenities, trails and activities.
- Make recommendations for park visitors based on interest and ability.
- Offer friendly reminders about safety (clothing, sun protection, etc.)
- Provide friendly reminders about park rules and county ordinances.
- Perform routine volunteer patrols in high visitation areas and report any problems to OC Parks Rangers (i.e., downed trees/tree branches, holes in fences, graffiti, dogs off leash, visitors off trail, ect.)

Eligibility

- Complete all requirements as an OC Parks Volunteer.
- Good communication skills and a willingness to interact with the public.
- A passion for OC Parks and knowledge of various park facilities.
- Ability to walk or hike on varied terrain.
- Recommendation by park staff.

Training Path

1. Complete OC Parks Volunteer training program.
 - a. Program Orientation Training
 - b. Background check
 - c. CPR and First Aid Certification
 - d. Complete site-specific training to receive park certification.
 - e. Receive OC Parks Volunteer uniform.

Typical Schedule

- Visitor Services activities are generally flexible during normal park operating hours.
- Saturdays, Sundays and holidays during peak visitation periods.
- Special events as needed.