



**VOLUNTEER PROGRAM:**            **WILLOWBROOK**  
**POSITION TITLE:**                **Visitor Services Assistant**  
**COMMITMENT:**                    **Weekly (4 hrs/wk)**  
**LOCATION:**                         **Willowbrook Wildlife Center, Glen Ellyn IL**  
**APPLICATION DEADLINE:**       **None**  
**MINIMUM AGE:**                    **18**

### **DISTINGUISHING FEATURES OF THE POSITION**

This position involves assisting staff with clerical projects, interacting with the public, and responding to questions and requests for information. Duties may vary at the discretion of the District staff. Direction and training is received from staff.

### **PRIMARY VOLUNTEER DUTIES TO BE PERFORMED**

- Assist staff with special projects and events.
- Greet and assist facility visitors and staff. Take phone messages. Answer questions from facility visitors.
- Assist with proper placement of animals for care. May include occasional handling of songbirds and small mammals.
- Utilize word processing, database, and spreadsheet software packages for a variety of projects.
- Operate a variety of office equipment.
- Prepare mailings.
- Maintain brochure racks and organize education materials and rooms.
- Maintain calendars.
- Assist with special events and projects.
- Perform other duties as assigned.

### **REQUIRED KNOWLEDGE AND SKILLS**

Required knowledge is provided at mandatory trainings and orientations. Additional skills needed are: ability to interact positively with the public and staff, effective communication skills, ability to interpret and apply written and verbal instructions, willingness to learn from staff and accept feedback.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by a volunteer to successfully perform the duties of the volunteer position.

The volunteer is regularly asked to sit, stand, and walk. The volunteer may be asked to balance or stoop, kneel or crouch. The volunteer may be asked to lift and/or move up to 10 pounds, occasionally lift and/or move up to 25 pounds. The volunteer will use hands to feel, finger or handle; reach with hands and arms. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### **VOLUNTEER ENVIRONMENT**

The volunteer environment characteristics described here are representative of those a volunteer encounters while performing the duties of the volunteer position.

The volunteer is usually working indoors. The volunteer is occasionally exposed to fumes or airborne particles, including allergens. The noise level in the work environment is usually low to moderate. The volunteer may sometimes perform duties in dim or low light.

### **PROVISIONS**

This is an unpaid volunteer position, which exists to assist staff and to provide supplemental support for the District's programs. This position is undertaken freely on the part of the volunteer with no payment or expectation of payment of salaries, wages, compensation or other types of benefits. The District may from time to time alter or terminate volunteer positions and programs. Volunteer status may be changed or discontinued by the District at any time and for any reason, including a volunteer's failure to comply with District ordinances, policies and direction governing conduct in the performance of volunteer duties in the field or on District premises.

### **PURPOSE**

**The purpose of Volunteer Services Program at the Forest Preserve District of DuPage County is to engage volunteers who are willing to donate their time, talents and resources to support the programs and staff in carrying out the mission, purpose, and guiding principles of the Forest Preserve District of DuPage County and the volunteer programs.**

### **FOREST PRESERVE DISTRICT OF DUPAGE COUNTY MISSION**

As mandated by the Illinois Downstate Forest Preserve Act, our mission is "to acquire and hold lands containing forests, prairies, wetlands, and associated plant communities or lands capable of being restored to such natural conditions for the purpose of protecting and preserving the flora, fauna and scenic beauty for the education, pleasure and recreation of its citizens."

### **PURPOSE**

To acquire, preserve, protect and restore the natural resources in DuPage County while providing opportunities for people to connect with nature.

### **GUIDING PRINCIPLES**

Stewardship, Sustainability, Community Engagement, Innovation, Empowerment, and Diversity & Inclusion. Visit [dupageforest.org](http://dupageforest.org) to learn more.

For more information contact the Volunteer Services Department at (630) 933-7233 M-F 8 a.m.-4:30 p.m.