

Visitor Services Volunteer

Location:

Gilsland Farm Audubon Center
20 Gilsland Farm Rd. Falmouth, ME

About This Position

Maine Audubon visitor centers are the first point of contact for visitors at Maine Audubon sanctuaries.

Maine Audubon sanctuaries are visited by individuals of all ages, families, and school groups. All of these people go to the center to learn about the property's trails, discover the area's ecology and local birding hotspots, purchase items in the store, and attend educational programming.

As a Visitor Services volunteer, you will orient visitors to the trails, answer questions about Maine Audubon and our programs, conduct sales in the store, and assist in keeping the visitor center in tip-top shape.

Qualifications

- Volunteers must have a pleasant and professional manner and the ability to make visitors feel welcome
- Dependable
- Must be 18 years of age
- Have strong verbal communication skills
- Able to work cooperatively and independently
- Experience with or willingness to learn how to use a computer for data collection
- All volunteers must pass a background check
- Enthusiasm for and interest in natural history and the outdoors

- Commitment to equity, diversity, and inclusion
- Comfortable talking with individuals of all ages and backgrounds
- Working knowledge of Google Suite (G-mail, sheets, docs etc.)
- Experience in retail sales preferred but not required

Front desk shifts are 10 am–1 pm and 1–4 pm. We are currently seeking morning and afternoon shift on Wednesdays, an afternoon shift on Fridays and anytime on Sunday. Interviews are required.

The Visitors Center is open 7 days a week with the exception of some holidays. Volunteers are backed up by full time staff. We offer ongoing training and support.

Duties & Responsibilities

- Welcome visitors at the front desk
- Answer phones and funnel messages to appropriate team members
- Offer assistance with information about the sanctuary, the general area, programs, etc.
- Help educator prep materials for programs
- Help development team with large mailings
- Help keep shop, lobby, front desk, and bathrooms neat and clean
- Assist with educator mount rental process, snowshoe and backpack rentals
- Become familiar with Volunteer Information book and all materials available

How to Apply

To apply for this position, please email Jill Valley-Orlando at jvorlando@maineaudubon.org and also fill out these forms:

[Contact Form](#)

[Liability Waiver](#)

About Maine Audubon

Maine Audubon is the state's oldest and largest wildlife conservation organization. Since 1843, we have been connecting people to nature through a science-based approach to conservation, education, and advocacy. The largest Maine-based wildlife conservation organization, Maine Audubon has eight wildlife sanctuaries, 10,000 members, 2,000 volunteers, and serves over 50,000 people annually.

With the help of our volunteers, members and supporters, we protect Maine's wildlife and habitat, conserve and restore resilient land, advocate for impactful environmental policies, offer education programs for adults and children, and provide endless opportunities to experience the outdoors at our wildlife sanctuaries.