Volunteer Position Description and Responsibilities

**Purpose:** The volunteer acts as an ambassador for Elkins and Randolph County. Volunteers provide information to the public about what Elkins, Randolph County and surrounding areas offer to visitors.

**Responsibilities** –

* **Sign up** for work days in the volunteer binder (located in the far-right drawer of the counter) by writing your name into the calendar for the desired shift.
* **Record your hours** on the volunteer timesheet located in the volunteer binder.
* **Open/Close** the Welcome Center. \*See Opening and Closing Procedure\*
* **Greet visitors** in a friendly manner and ask how you can assist them.
* **Answer the phone** and take messages.
* **Know the Area:** Be familiar with the attractions in the area and familiarize yourself with the information in the brochures.
* **Visitor Tally:** Record the number of visitors who enter the depot who are NOT riding the train. Record the number of visitors in the tally sheet notebook on the desk. After the trains leave, collect the number of passengers for the day from the D&GVR staff. At the end of the day, add the total number of visitors and passengers.
* **Brochure Inventory:** Any brochures/rack cards, newspapers, magazines, etc. that come in or are discarded must be recorded in the Brochure Inventory Binder found on the left-front wall shelf. \*See Brochure Inventory Procedure\* When a business or organization brings in brochures or rack cards, do not allow them to put them on the rack, they must first be inventoried and organized.
* **Bathroom Checks:** Ensure Bathrooms are stocked with towels and toilet paper several times a day (especially on busy train days). The key labeled “Towel Cabinet” unlocks the toilet paper and paper towel dispensers. Toilet paper and towels are kept in the cabinet against the left wall.
* **Brochure Racks:** Frequently check brochures, rack cards, maps and magazines are stocked for visitors.
* **Receive mail** and distribute to D&GVR
* **Complete an Incident Report Form** if an incident occurs. A first aid kit is located in the middle drawer of the supply room.
* Other duties as assigned.

**Reports to:** AmeriCorps Volunteer Coordinator& Executive Director of the Elkins Depot Welcome Center CVB

**Support:** Volunteers receive on-site training and 1 train ride. In addition, the Executive Director and AmeriCorps member will be available for questions and assistance.

**Benefits:** Volunteers interact with visitors and be ambassadors for Elkins and Randolph County. Volunteers get to socialize with other volunteers and the depot staff.