

# 2018 VOLUNTEER INFORMATION SPECIALIST PROGRAM WELCOME CENTER

Share your knowledge and skills providing residents and visitors with information about Jefferson County Open Space

## Information Packet

Position Description | Training Dates

**Application Deadline: March 1, 2018**



**JEFFERSON**  
COUNTY COLORADO  
Open Space

The purpose of a Jefferson County Open Space (JCOS) volunteer is to assist in preserving open space and parkland, protecting park and natural resources, and providing visitors with healthy, nature-based experiences.

**PROGRAM COORDINATOR**

Teddy Newman, Customer Service Representative, Senior  
303.271.5925, tnewman@jeffco.us

**SUMMARY OF POSITION**

Assists JCOS staff by providing administrative, clerical and computer support within the JCOS offices. Supports JCOS by answering citizen inquiries and providing information and education to our visitors at the JCOS Welcome Center.

**DUTIES**

- Assists in providing JCOS Welcome Center coverage, including greeting visitors and notifying staff when visitors arrive for meetings/events, answering phones and responding to walk-in visitors
- Maintains knowledge of any changes in policies, park updates and seasonal activities by reading various forms of communication including JCOS website, social media, volunteer handbook, reference arm and email
- Assists citizens by providing campground information and making reservations
- Assists with office duties including scanning, mailing, sorting/distributing incoming mail and packages
- Assists with preparation for special events



..... **REQUIREMENTS** .....

- Prior experience in customer service and office operations preferred
- Commitment to JCOS mission and goals
- Good communication skills and strong interpersonal skills
- Strong organizational skills and ability to maintain a professional office atmosphere
- Knowledge of Microsoft Office and general internet use is preferred
- Ability to manage multiple tasks with numerous interruptions
- Attend JCOS New Volunteer Orientation and Information Specialist Training
- Purchase and wear volunteer uniform shirt while on duty
- Minimum one year commitment of a 2–4 hour shift every other week for a total of 52 hours per year

..... **TRAINING** .....

- Attend the new Volunteer Orientation (2 hours) to build a working knowledge of JCOS, with a focus on quality customer service and public relations
- Attend program specific classroom training for Information Specialist (4 hours)
- Training in basic office operations through observation and practice prior to working independently
- Attend Information Specialist refresher training as needed

..... **BENEFITS** .....

- Gain experience in basic office operations and customer service while building career skills
- Develop a greater understanding of the role and mission of JCOS
- Opportunities to participate in continuing education, field trips and special events
- Learn about the natural and cultural resources of Jefferson County

JCOS Welcome Center



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**NEXT STEPS**  
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**1. Create an Account and Submit an Application by March 1, 2018**

Applications are available online at: <https://offeror.jeffco.us/>

**2. Attend an Interview**

All prospective volunteers will be interviewed. Once you submit your application, you will be contacted to arrange for your interview.

**3. Attend a New Volunteer Orientation**

All new volunteers are required to attend a JCOS New Volunteer Orientation to become familiar with the entire JCOS system prior to specific program training. Orientation sessions are held at the JCOS headquarters, 700 Jefferson County Parkway, Suite 100, Golden, Colorado, 80401.

You must pre-register for orientation on Offero <https://offeror.jeffco.us/>.

You need attend only one of the following:

**Thursday, March 22, 5:30—7 p.m.**

**Saturday, March 24, 8:30—10 a.m.**

**Saturday, April 7, 8:30—10 a.m.**

**4. Attend Program Specific New Information Specialist Training**

Attend Information Specialist Training designed for new volunteers and refresher trainings, as needed. This training is mandatory and will be arranged by your Information Specialist Program Coordinator.

**Dates to be determined.**

**5. Get your uniform and start volunteering!**

