



VOLUNTEER POSITION DESCRIPTIONS

At Pamplin Historical Park we ask our volunteers to help us maintain the high standards that the public has come to expect from an award-winning historic site. With that in mind, every volunteer is expected to fulfill the following items:

- Maintain cordial, cooperative, and professional work relationships with supervisors, co-workers, and the public.
- Answer basic questions about Park features, facilities, and history.
- Maintain a professional appearance in accordance with Park standards.
- Demonstrate reliable attendance and punctuality.

The following are detailed descriptions of volunteer positions:

The ADMINISTRATIVE ASSISTANT VOLUNTEER will:

- Answer incoming telephone calls and route them to appropriate staff members using professional techniques consistent with outstanding customer service standards.
- Accurately answer frequently asked questions about Park features, operating hours, events, and employment opportunities.
- Greet visitors to the reception area and act as the Park's host until visitors are directed to the appropriate staff member.
- Communicate effectively and in accordance with approved procedures on the Park's radio network.
- Offer general administrative support to Park staff as determined by the Director of Administration or Executive Director.
- Demonstrate the ability to work on assignments without close supervision.

The FACILITIES MAINTENANCE VOLUNTEER will:

- Perform general janitorial maintenance of all Park buildings.
- Participate in cutting and trimming of lawns and meadows.
- Maintain trees and shrubbery.
- Perform leaf and litter removal.
- Perform trail construction and repair.
- Safely operate electrical hand tools and grounds equipment, including chainsaws, weed eaters, blowers, and tractors.
- Assist with the daily cleaning, maintenance, and appearance of the Park's trail system to include cleaning and checking exhibits, clearing trails of leaves and debris, and maintaining the trails at the Park's high appearance standards.

The MARKETING VOLUNTEER will:

- Assist in the implementation of the Park's annual marketing plan.
- Fulfill materials to include brochure requests, tour operator kits, public information mailers, and requests for other information about the Park and the wide variety of Park products and services, and track all mailings.
- Place special events on website calendars.
- Create and maintain mailing lists and the public relations contact database.
- Staff Park's marketing booth at trade shows to promote products and services.
- Maintain positive relationships with staff at State Welcome Centers, Visitor Centers, and CVB's.
- Assist in the collection of competitive intelligence.
- Solicit outlets and track consignment ticket programs.
- Conduct historical research on the Park's mission related events, museum activities and write articles for media outlets and social media platforms to promote Park collections and special events.
- Perform data entry of visitor provided information to the Park.
- Recommend promotional opportunities with local, regional and national partners to the Director of Marketing & Development and help execute approved promotions.
- Assist with digitally photographing Park special events and groups for marketing uses.
- Represent the Park at tourism and professional organization meetings as assigned.

The VISITOR SERVICES AND EDUCATION VOLUNTEER will:

- Orient visitors at Duty Called Me Here, including distributing and collecting audio equipment, and answering visitor questions.
- Serve at the Battlefield Center desk, greeting and orienting visitors, and monitoring exhibits.

The LIBRARY AND RESEARCH VOLUNTEER will:

- Assist with shelving, cataloguing, and maintaining the security and proper care of the Park library spaces in accordance with Park standards and procedures.
- Conduct historical research using the Park library and outside sources as appropriate.
- Demonstrate the ability to use word processing and data base management computer software.
- Demonstrate the ability to work on projects and assignments without close supervision.

The HISTORIC AGRICULTURE VOLUNTEER will:

- Perform daily agricultural activities of an antebellum southern farm as they relate to livestock care and the maintenance of the Park's agricultural displays.
- Assist in the planting, maintenance, and harvesting of field crops, garden vegetables, and herbs.

- Work with both modern and 19th-century agricultural equipment to complete tasks.
- Ensure the proper care and maintenance of heritage breed livestock.
- Work with the Interpretive Supervisor and the Director of Education and Interpretation to achieve site goals and projects consistent with the Park's interpretive themes.
- Assist with agricultural research programs.
- Be able to work in all types of weather.

The INTERPRETATION VOLUNTEER will:

- Assist in the daily operations and interpretation of the Park's Military Encampment or Tudor Hall Plantation. This work will be performed in period clothing, outdoors in all types of weather conditions.
- Assist with demonstrations and guided tours following specific program outlines to large and varied audiences.
- Assist with the implementation of living history related programs and activities.
- Conduct programming in support of the Education and Visitor Services Department for large groups of students and adults.
- Support programming conducted during Civil War Adventure Camps.
- Assist in the maintenance of areas used by the department staff.