**Visitor Services/Interpretive Guide**

**Wisconsin Tribal Conservation Advisory Council (WTCAC) Student Internship**

**Location: Northern Great Lakes Visitor Center**

**Ashland, WI**

**Housing Possible**

Potential for two positions.

*We will work with individual interns under the general position description below in order to tier to their desired experience.*

**A. INTRODUCTION**

The Wisconsin Tribal Conservation Advisory Council (WTCAC) is offering this Internship opportunity for Native American students pursuing degrees in the Natural Resources sciences. The Northern Great Lakes Visitor Center (NGLVC) serves as many as 160,000 visitors and regional residents as well as several thousand students per year. This 37,000 square foot facility is situated on 180 acres of land that adjoins the 200-plus acre Whittlesey Creek National Wildlife Refuge, within sight of Lake Superior. The facility has regional experiential learning, visitor, and community outreach missions. The Center is administered by a unique partnership of local, state and federal agencies. The six partners that cooperate to successfully manage the NGLVC are the Friends of the Center Alliance, the Wisconsin Historical Society, the University of Wisconsin-Extension, the U.S. Fish and Wildlife Service, the National Park Service and the U.S. Forest Service. The U.S. Forest Service acts as the lead agency for the partnership.

Interns at the NGLVC will have opportunity to work with professionals from all six partners. Interns at the NGLVC in the past have led Youth Conservation Corps crews, presented conservation education programs to the public in our Northwoods Adventure Series, led kayak programs using science and culture curriculum on local estuaries, and engaged in special projects in public relations, writing and partnering.

Potential projects for 2013 include the implementation of a national children’s forest project, public conservation education programs for multiple age groups, management of service learning projects including trail maintenance, native seed orchard, and native garden upkeep. Projects in public relations to include creation of short stories and press releases about NGLVC programs and partners are anticipated. Participation in agri-forestry projects may be possible. Participation in linkages with the Great Lakes Indian Fish and Wildlife Commission and the nations that belong to it is likely.

**B. MAJOR DUTIES & REQUIREMENTS**

**Interpretive and Conservation Education Program Services 35%**

* Greets visitors and serves in rotating assignments throughout a tour, performing scheduled interpretive talks at stopping points along the way.
* Researches, prepares, and delivers conservation education programs to school/youth groups and civic organizations.
* Evaluates programs for effectiveness and meeting program goals and objectives.
* Performs a variety of support duties, such as keeping records of visitors; program attendance; operating public address systems and visual and animated displays.
* Performs library research to verify obscure facts or answer inquiries. Assists with research and preparation of interpretive exhibits as needed

**Program, Event, or Exhibition Planning & Coordination 20%**

* Assists with planning and implementing public programs, special events, and celebrations.
* Coordinates programming with state and federal agencies at the visitor center and assures that activities support and complement agency/visitor center interpretive themes.
* Assists in arranging publicity for events and programs.
* Works with media to communicate agency themes and key resource messages.
* Assists with managing event logistics and takes necessary precautions to assure public safety

**Interpretive Guide 20%**

* Serves in rotating assignments for guided tours,
* Leads the party and sets the pace or acts as a rear guide to keep the tour party compact, making sure that no one is left behind.
* Takes necessary actions to safeguard natural or historic features and prevent visitor accidents.
* Maintains order in the party, prevents crowding on narrow stairs or steep paths, and handles any emergencies or potential problem areas, such as maneuvering the visitor group around construction activities on the site.

**Reception and Visitor Services 15%**

* Monitors and maintains information desk, information kiosks, operating materials and inventories. Ensures safe and operational work environment,
* Greets visitors and provides trip planning and travel information services.
* Provides information about the visitor center including its functions, activities, and planned events. Coordinates visitor services with other state and federal agencies.
* Provides public relations and or marketing support activities including making use of brochures, promotional media, and equipment to present information regarding agency activities, programs, and services

**Visitor Facilities Operations Support Activities 10%**

* Performs routine visitor center operations duties including opening and closing the visitor center, updating weather and road condition reports, and operating the theatre program.
* Operates a variety of audio visual equipment including CD players, VHS, DVD and Blu Ray players, lap tops, and public address systems.
* Provides customer service to both internal and external customers.

**C. Evaluation Factors**

**Knowledge Required by Position**

* General knowledge of natural resources.
* Ability to prepare programs and communicate effectively with people.
* Ability to make information personally relevant, and valuable, to the visitor.
* Ability to encourage visitors to try new things, through experiential learning available at the Center and all around this region.

**Supervisory Controls**

This is considered a training position. Assignments and activities are indicated by the supervisor, and are performed by the incumbent on a continuing basis. Clear procedural instructions are available and new assignments are accompanied by suggested work procedures. Problems and technical matters not covered by the instructions are referred to the supervisor or higher-grade specialist. The work is reviewed for technical adequacy and conformance with agency procedures.

**Physical Demands**

The assigned work requires regular and recurring sitting, standing and walking. Bending, lifting, and stretching are routine daily activities for the assigned projects.