



Cleveland Amory Black Beauty Ranch

## Volunteer Position Description

### Tour Guide Team Volunteer

<i>Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time.</i>	
<b>Work Location</b>	12526 County Road 3806, Murchison, TX 75778
<b>Position Grade</b>	<b>3</b> ; background check includes Criminal Background, Social Security Number Verification, and Sex Offender Registry
<b>Purpose of the Position</b>	Help visitors to the Ranch learn about our resident animals and our programs as they tour the property.
<b>Volunteer Responsibilities</b>	<ul style="list-style-type: none"> <li>• Study the information that CABBR and DDEC provide about the animals; develop a thorough understanding of the centers and be able to speak about The HSUS's campaigns</li> <li>• Shadow 3-4 tours to learn how they are done before giving tours</li> <li>• Walk groups of visitors around the property and teach the public about CABBR/DDEC and the resident animals</li> <li>• Provide a history of both centers to the public</li> <li>• Know the names and stories of all exotics/primates</li> <li>• Recognize the equines that are considered "notable" and know their names and stories</li> <li>• Talk about why the animals' stories are important and what each individual on the tour can do to help; be comfortable asking for donations</li> <li>• Talk about how the animals' stories relate to an HSUS campaign Be comfortable explaining and enforcing the rules of the sanctuary (no smoking, no climbing fences, no picking on the animals, no food on property, show respect to the animals, etc.)</li> </ul>
<b>Level of Difficulty</b> <b>1=easy/5=demanding</b> (physical, mental, emotional)	<ul style="list-style-type: none"> <li>• Physical difficulty is level 3; volunteers are required to stand for long periods of time and walk on uneven terrain</li> <li>• Mental difficulty is level 3; the level of understanding and knowledge required to effectively answer people's questions and explain the work we do is high; strong verbal communication skills and memorization are required</li> <li>• Emotional difficulty is level 3; any contact with the public can result in interactions with people in a heightened emotional state because of their connection with and commitment to animals</li> </ul>
<b>Expected Environmental Conditions</b>	Most of the work is performed outdoors in all weather conditions which can include extreme heat.
<b>How Often Volunteers Work On-site</b>	All work is performed on site
<b>Orientation/Training</b>	Orientation includes the following: overview and brief walking tour of the ranch, description of rules, and overview of volunteer opportunities. Volunteers will be trained on the particular aspects and tasks required for their role. Each new volunteer needs to shadow 3-4 tours with experienced tour guides as part of their training.

<b>Learning Opportunities</b>	<ul style="list-style-type: none"> <li>• Strengthen verbal communication and memorization skills</li> <li>• Develop or strengthen public speaking and leadership skills</li> <li>• Become well-versed about a variety of species</li> <li>• Knowledge of animals' habitats</li> <li>• Knowledge of CABBR/DDEC and how the program area fits into the larger picture of animal protection</li> <li>• Exposure to the operations and management of an animal care center</li> </ul>
<b>Position Start Date</b>	Ongoing
<b>Initial Minimum Commitment</b>	Must initially come to 3-4 tours as a participant to learn the information; CABBR may begin to provide group tours once per month and volunteer schedule will be determined with supervisor.
<b>Scheduling Guidelines</b>	Volunteers may be asked to volunteer between the hours of 8:00 a.m.-12:00 p.m. and 1:00 p.m.-5:00 p.m.
<b>Qualifications/Requirements for Volunteer Applicants</b>	<ul style="list-style-type: none"> <li>• Able to meet the requirements outlined in the Essential Capabilities document with or without reasonable accommodation</li> <li>• Strong communication skills</li> <li>• Able to retain information and teach others about CABBR/DDEC</li> <li>• Demonstrate flexibility and willingness to take responsibility</li> <li>• Able to work independently, as well as on a team, and use good judgment</li> <li>• Able to maintain professionalism in attitude and appearance</li> <li>• Able to communicate with a variety of people effectively and without judgment or making negative remarks</li> <li>• Able to learn and demonstrate a familiarity with CABBR's and DDEC's programs</li> <li>• Able to understand The HSUS's policies and positions regarding animal protection issues and able and willing to appropriately and accurately represent those policies when interacting with the public or otherwise representing The HSUS</li> <li>• Public speaking experience helpful</li> </ul>
<b>Restrictions</b>	<ul style="list-style-type: none"> <li>• Volunteers under 18 must have permission from a parent or guardian to participate in our program. Teens 16-17 may work independently after attending the orientation with their parent or guardian. Teens 12-15 can volunteer with a parent or guardian as their partner at all times</li> <li>• Must wear a CABBR shirt (provided) and closed-toed shoes during tours.</li> <li>• Must have reliable transportation and arrive on time for shifts</li> <li>• Must learn and follow all guidelines and policies of The HSUS and CABBR/DDEC, and follow directions given by staff</li> <li>• Must submit the required paperwork and pass a background check before being assigned</li> <li>• Should have access to a computer and ability to login into an online volunteer communication site to receive updates, as well as a phone for easy communication</li> <li>• Current tetanus inoculation required</li> </ul>
<b>Tools/Equipment Provided (including Personal Protective Equipment)</b>	All supplies needed for the work. Volunteers are provided informational "cheat sheets" to use during tours.
<b>Optional Tools/Equipment</b>	n/a
<b>Supervisor(s)</b>	Office and Volunteer Manager, Cleveland Amory Black Beauty Ranch

<b>Number of Concurrent Volunteer Openings</b>	12; individuals or teen-parent teams; based on rotational system so each may give at least one monthly tour
<b>Additional Information</b>	
<b>Updated</b>	01.15.2015