



Cleveland Amory Black Beauty Ranch

Volunteer Position Description

Tour 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>	
Work Location	12526 County Road 3806, Murchison, TX 75778
Position Grade	3 ; background check includes Criminal Background, Social Security Number Verification, Sex Offender Registry, and Credit Check
Purpose of the Position	Tour Team volunteers help visitors to the Cleveland Amory Black Beauty Ranch (CABBR) learn about our resident animals and our programs as they tour the property.
Volunteer Responsibilities	<p>Tour Guides:</p> <ul style="list-style-type: none"> • Study the information that CABBR provides about the animals; develop a thorough understanding of CABBR and be able to speak about the HSUS's campaigns • Shadow at least three tours to learn how they are done before giving tours • Follow the presentation and convey the presented topics to the public; including information about CABBR and its history, the resident animals, etc. • Recognize the animals that are considered "notable" and know their names and stories • Talk about why the animals' stories are important and what each individual on the tour can do to help; be comfortable asking for donations • Talk about how the animals' stories relate to an HSUS campaign • Comfortably explain and enforce CABBR's rules (no smoking, no climbing fences, no picking on the animals, show respect to the animals, etc.) <p>General Tour Team Volunteers:</p> <ul style="list-style-type: none"> • Help set up for and clean up from tour day as needed • Learn and assist with visitor check in/documentation and thank you processes • Learn the gift shop point of sale (POS) system and accurately handle gift shop merchandise sales • Reconcile the POS register at the end of the day • Learn the tour presentation in preparation for assisting tour guide(s) as needed • May be required to go on tours to help answer questions and assist with presentation processes
Level of Difficulty 1=easy/5=demanding (physical, mental, emotional)	<ul style="list-style-type: none"> • Physical difficulty is level 3; volunteers are required to stand for long periods of time, walk on uneven terrain, and lift and carry items weighing up to 50 lbs. • 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

	<p>required</p> <ul style="list-style-type: none"> 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
Expected Environmental Conditions	Most of the work is performed on a bus, inside the visitor center or outside during large events in all weather conditions, which can include extreme heat.
How Often Volunteers Work On-site	All work is performed on site.
Orientation/Training	Orientation includes the following: overview and brief 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.
Learning Opportunities	<ul style="list-style-type: none"> Strengthen verbal communication and memorization skills Develop or strengthen public speaking and leadership skills Become well-versed about a variety of species Knowledge of animals' habitats Knowledge of CABBR and how the program area fits into the larger picture of animal protection Exposure to the operations and management of an animal care center
Position Start Date	Flexible
Initial Minimum Commitment	Volunteers have an initial commitment of six months; ongoing participation is preferred. Volunteers must initially come to 3-4 tours as a participant to learn the information. CABBR provides group tours twice per month and volunteer schedule will be determined with supervisor.
Scheduling Guidelines	Volunteers may be asked to volunteer between the hours of 8:00 a.m.-5:00 p.m. or other hours for special events. Scheduling is based on a rotational system so volunteers take turns giving tours.
Qualifications/Requirements for Volunteer Applicants	<ul style="list-style-type: none"> Able to meet the requirements outlined in the Essential Capabilities document with or without reasonable accommodation Able to retain information and inform others about CABBR Demonstrate flexibility and willingness to take responsibility Able to work independently, as well as on a team, and use good judgment Able to maintain professionalism in attitude and appearance Excellent interpersonal skills and able to communicate with a variety of people effectively and without judgment or making negative remarks 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 Public speaking experience helpful
Restrictions	<ul style="list-style-type: none"> Must be at least 18 years of age to volunteer on the tour team. Must provide proof of negative tuberculosis (TB) test yearly; Tetanus inoculation strongly recommended but not required. Must wear long pants, a CABBR volunteer t-shirt (provided) and closed-toed shoes during tours. Must have reliable transportation and arrive on time for shifts. Must learn and follow all guidelines and policies of the HSUS and CABBR,

	<p>and follow directions given by staff.</p> <ul style="list-style-type: none"> • Must submit the required paperwork and pass a background check before being assigned. • Should have access to a computer and ability to login into an online volunteer communication site or access to email to receive updates, as well as a phone for easy communication.
Tools/Equipment Provided (including Personal Protective Equipment)	All supplies needed for the work. Volunteers are provided informational “cheat sheets” to use during tours.
Optional Tools/Equipment	It is advised to bring a refillable water bottle for each shift.
Supervisor(s)	Outreach Coordinator, Cleveland Amory Black Beauty Ranch
Number of Concurrent Volunteer Openings	12 individuals
Additional Information	Volunteers may work in the general tour team role, the tour guide role, or both roles. Please indicate your interest on your volunteer application.
Updated	2.28.2020