

## Visitor Experience Internship Position Description

**Title:** Visitor Experience Intern

**Overview:** Visitors and groups make up a large majority of the participants on site. This position will be responsible for facilitating a positive experience for drop-in activities, guided tours and specialty groups.

**Hours:** Approximately 40 hours/ week on a schedule with rotating evenings and weekends

**Length of Service:** 12 weeks, approximately (May 29 – August 24)

**Compensation:** \$800 monthly salary + free shared offsite intern housing

### Requirements:

- **General:** Excellent verbal and written communication skills. Strong organizational skills. A cheerful, positive attitude. Reliable, self-motivated and independent. Basic office skills, data entry, and record keeping. CPR/ First Aid and Lifeguard Certification. Valid driver's license.
- **Visitor Experience:** Major in environmental education, natural resources, outdoor recreation or a closely related field. Experience leading and/or teaching groups of all ages. Basic knowledge of natural resources principles including habitat, conservation, and sampling methods. Ability to lead and interact successfully with people of all ages.

### Responsibilities and Opportunities:

This position is responsible for, and will gain experience in, the following four main areas:

**1. Greet visitors and members.**

Welcome guests and members to the Discovery Center. Register participants in the database. Answer questions regarding trails and programs.

**2. Lead interpretive hikes and tours.**

Lead hikes on Discovery Center trails including information on local natural history and ecology. Scout routes and coordinate equipment use (canoes, kayaks, vans, trailers, etc.). Engage participants and keep records of attendance.

**3. Serve as a group host.**

Welcome groups, provide overview of site use, rules and ensure all paperwork is complete. Work as lifeguard for beach front during scheduled times. Coordinate schedules among naturalists, other staff, and facilities.

**4. Participate as part of the dedicated Education Team at the Discovery Center**

Work a flexible week including evenings and weekends depending on classes and schedule. Assist in programs, special events, and community outreach. Communicate needs to and be willing to help other staff members when needed.

Individuals interested in this position should send a letter of interest, résumé, and three references by March 1, 2012 to:

P.O. Box 237, Manitowish Waters, WI 54545

Email applications to: [contact@discoverycenter.net](mailto:contact@discoverycenter.net)

(please include "Visitor Experience Internship" in title)

*The North Lakeland Discovery Center is a premier not-for-profit environmental education center located in Wisconsin's scenic Northwoods. Our 63-acre site is situated among forestland, wetlands, and wilderness lakes and rivers within the 240,000-acre North Highlands State Forest. The Discovery Center's activities and experiences promote stewardship of natural and cultural resources, and connect people to nature through education, recreation and research. Our events, facilities, recreation opportunities and engaging outdoor programs encourage lifelong learning and create a sense of community, well-being and fun!*