



Hardeman Host Volunteer Job Description

SUMMARY DESCRIPTION

Hardeman Hosts are the welcoming presence of Teton Raptor Center, stationed at the historic Hardeman Barn during open hours. Hosts assist with all aspects of visitor engagement, program set-up and clean-up, and Nature Shop support. They greet and orient guests, provide information about TRC and our work, guide visitors through the Learning Lab, assist with activities, help with sales in the Nature Shop, and maintain an eye for safety around birds and guests. Hosts work closely with the public—including families, children, interns, staff, and fellow volunteers—and serve as the first point of contact for anyone who walks into the Barn.

During scheduled programs, Hardeman Hosts welcome participants, check them in, direct them to seating or activity areas, and support TRC staff throughout the program. Outside of program hours, Hosts are available for walk-in visitors and may assist with light cleaning, restocking, small projects, or quiet-time activities while remaining ready to greet anyone who enters.

TIME COMMITMENT

Hardeman Host shifts are typically 2-hour shifts during regular business and program hours. Shifts may vary depending on the program schedule or special events. Any changes to scheduling will be communicated by the Volunteer Coordinator.

PROGRESSION

Hardeman Hosts may take on additional responsibilities as they gain experience. Volunteers in this role do **not** handle birds on the glove for programs.

JOB DUTIES

Visitor Engagement & Program Support

- Greet and welcome all visitors and program participants.
- Introduce guests to TRC and our mission, programs, and facilities.
- Guide participants to parking, restrooms, and seating as needed.
- Check in program participants through FareHarbor.
- Assist TRC staff, interns, and other volunteers with set-up and clean-up of program spaces.
- Support children and families with hands-on learning activities.
- Provide interpretation and guidance in the Learning Lab.
- Maintain a welcoming, professional atmosphere and ensure an eye for safety around birds and guests.

Nature Shop Support

- Assist with sales using Square.
- Answer questions about merchandise, pricing, and Nature Shop offerings.
- Restock items and help maintain tidy, appealing displays.

Operational Support & Special Projects

- Perform light cleaning to keep the Hardeman Barn welcoming and visitor-ready.
- Work on special projects as assigned.
- Remain available for walk-in visitors, providing education, shop support, or guidance as needed.
- Other duties as assigned.

QUALIFICATIONS & SKILLS

- Ability to bend, kneel, twist, lift, and/or stand for long periods of time.*
- Ability to follow checklists for safety, consistency, and efficiency.
- Eagerness to learn and willingness to ask questions.
- Willingness to assist with cleaning and maintenance tasks.
- Positive attitude and professional demeanor.
- Enthusiasm for TRC's mission and conservation work.
- Exceptional attention to detail.

*Physical limitations might make completing all the duties assigned in this job description challenging. TRC staff will discuss options to adjust or modify some of the requirements for volunteers who may have special physical requirements.

EXPECTATIONS

- If you cannot make a shift, YOU are responsible for removing yourself from the shift. If it is within 24 hours of the scheduled shift, call or text our mainline (307-203-2551) to alert staff you will not be in for your shift.
- Commit to the duration of your shift. If you need to leave early for any reason, please let the Volunteer Coordinator know at least 24 hours ahead of time. You can either email volunteers@tetonraptorcenter.org or call 307-203-2551 ext. 708.