



Dear Visitor Information Program Applicant:

Thank you for your interest in this volunteer program. The Association's volunteers provide national and international visitors with the information they need to discover the wonders of Yosemite. Participants in this program are relied on to encourage park visitors to [join or renew membership](#) in YA while in the Park. They are also relied on by the National Park Service to provide visitors with information on park transportation, activity planning, habitat protection, pets, lost & found, hiking safety, picnic, lodging and campground accommodations, handicap access, art classes, interpretive ranger and volunteer programs, cultural and entertainment events. Volunteers also provide assistance with art classes, theater advertising, Outdoor Adventure class registration and campsite assignments, bear roving, cultural events & festivals. Volunteers work in Yosemite Valley, Wawona, and Tuolumne Meadows. The 2010 volunteer season in Yosemite Valley and Wawona runs from May through September. In Tuolumne Meadows the season runs from mid-June through late September. In all of these locations, volunteers are required to work a minimum of one month.

Volunteer Stations:

IN YOSEMITE VALLEY

- **The Yurt** in the Day Use Parking Area, often the first place visitors stop to ask for directions and information.
- **The Visitor Information Booth** on the village mall near the Wilderness Center, where volunteers greet visitors, answer questions, describe the Association's mission and contribution to the Park, and encourage membership.
- **The Museum Gallery** where volunteers open and close exhibits, count visitors, and answer questions.
- **The Happy Isles Nature Center** where volunteers help with the interactive exhibits and staff the bookstore during lunch and breaks of paid staff.
- **The Visitor Center** where visitors are greeted and helped.
- **The Yosemite Art & Education Center** where staff and artists both in the center and outdoors are assisted.

IN TUOLUMNE MEADOWS

- **The D-Loop of Tuolumne Meadows Campground** where volunteers register and assign campsites to Outdoor Adventure participants and help with bear awareness education.
- **The Membership Booth** outside of the Visitor Center where visitors' questions are answered and membership is promoted.
- **Parsons Memorial Lodge**, a historic building in Tuolumne Meadows near Soda Springs, where volunteers act as docents, encourage membership, and help with cultural events.
- **Olmstead Lookout** on Tioga Road where visitors receive information and the chance to view climbers on Half Dome through a telescope.

IN WAWONA

- **The Mariposa Grove Museum** and the **Sequoia Grove** where volunteers answer questions and encourage memberships.
- **The Wawona Visitor Center** where visitors from the nearby hotel and other locations are assisted with information and encouraged to join the Association.

Visitor Information Program Protocol and Benefits:

Participants in this program experience the challenge of camping in group campsites amidst changing weather. RV spaces are limited and there are no hookups. Most volunteers camp in tents. Everyone provides their own camping gear and food and does their own cooking. Food is stored in shared bear boxes. Campground restrooms have cold water only. Showers are provided in a nearby location. Previous camping experience is strongly recommended and **no pets** are allowed. Visits by friends or family are reserved with volunteer program management prior to the month of service due to the number of volunteers sharing campsite spaces. Please carefully consider these aspects of the program before applying.

Participants in the program receive free park entrance passes, campsites, showers, uniform shirts, and nametags. They receive a transportation stipend of \$10/day worked, payable after the month of service. They receive discounts at

Yosemite Association sales stations and selected Delaware North Company (DNC) concessions. They may also participate in one educational Outdoor Adventure tuition-free within a year after volunteer service.

Mandatory Training:

Prior to arrival, volunteers receive training information on-line. They go through mandatory training and orientation by the Yosemite Association and the National Park Service when they arrive as well as when needed. They are also provided with a training manual. Mentors are available for new volunteers prior to and upon arrival in order to help make the transition into the program as smooth as possible. Becoming a volunteer means becoming part of a team of dedicated, hearty individuals who have a passion for providing accurate assistance to visitors in the Park.

How to Volunteer:

Serving as a volunteer in Yosemite National Park, a world heritage site, is an honor and a privilege. The Association is looking for applicants who enjoy working with people and serving the public. Excellent communication skills are needed as well as a solid knowledge of and experience with Yosemite. A strong desire to support the missions of the Association and the National Park Service is expected. Because our program is in partnership with the National Park Service, a branch of the federal government; all volunteers are required to be United States citizens or permanent residents (possessing a green card). Volunteers must also be 18 years or older. We are looking for people who put the needs of others above the needs of themselves. Admission to the program is subject to passing a background check. Serving in the program is contingent on the ability to abide by the rules and regulations of the National Park Service and Yosemite Association.

This volunteer program is one of the many benefits of being a member of the Association. If you are not a Yosemite Association member already, please take a moment to [join](#) or call 209 379-2317. The Yosemite Association experiences a high volume of applicants. The success of our program as well as a new volunteer's experience depends on making sure expectations are understood. If you appear to be a great match for our program and there is a volunteer position available for the time and location you wish to serve, you will be contacted to participate in a phone interview.

A **Visitor Information Volunteer Description and Application** are below. For answers to **Frequently Asked Questions** click [here](#). If you have any questions after reading this information, please feel free to contact me. Thank you again for your interest in joining our exceptional group of volunteers!

Sincerely,

Suzy Hasty
Volunteer Program Manager
Yosemite Association
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YOSEMITE ASSOCIATION

VISITOR INFORMATION VOLUNTEER DESCRIPTION

TITLE: Visitor Information Volunteer

Position Summary

Visitor Information Volunteers play an essential role in promoting park stewardship and enhancing the visitor experience. Volunteers are stationed at high traffic locations in Yosemite Valley, Wawona, and Tuolumne Meadows to orient visitors, educate and answer questions about the park, and promote Yosemite Association membership. Volunteers are expected to work 30 hours per week on a schedule determined by management, typically from 10 a.m. to 4 p.m. daily. They receive training from the Yosemite Association and the National Park Service. Volunteers work one or more month-long sessions from May through September in Yosemite Valley and Wawona and from approximately mid-June through late September in Tuolumne Meadows.

Duties and Responsibilities

Month-long volunteers focus on assisting visitors in discovering Yosemite National Park's activities and opportunities. Duties may include:

- Greeting visitors and providing general information on basic park orientation, recreational activities, cultural and natural history.
- Selling educational products in Association facilities using accurate cash handling and reporting procedures as per training by the Association
- Promoting membership in the Association by introducing visitors to its mission and role as a park partner as well as the benefits of membership

Qualifications

The Association seeks volunteers who are friendly, approachable, and who thoroughly enjoy engaging with visitors. Volunteers should possess knowledge of Yosemite National Park and Yosemite Association's mission of education and stewardship in the park. At a minimum, applicants should meet the following requirements:

- Be a current Yosemite Association member
- Pass a background check
- Posses a high school or equivalent diploma (college coursework preferred)
- Be friendly, outgoing, and professional
- Posses excellent customer service skills and the ability to work independently
- Posses basic retail experience including cash handling and reporting
- Have experience camping and living comfortably in a potentially crowded communal campground
- Be willing and able to work while standing or sitting in sunny, rainy, or dusty conditions
- Be able to lift boxes weighing 25 to 30 lbs and travel from campgrounds to worksites on foot, bike, and/or shuttle

Training Requirements

- Upon acceptance to the program, all materials emailed or sent by mail from the Association must be read and studied.
- Training by Association and NPS personnel on the day following campground check-in is mandatory. Volunteers will be given location-specific training manuals that they are responsible for until turned in at the end of the month of service.
- Training required by NPS or the concessionaire, DNC, in order to open or close a facility is mandatory.
- Mentoring is provided prior to arrival and during the beginning of the volunteer session

Position Status: Seasonal Volunteer

Position Classification: Visitor Information Volunteer

Work Week: Minimum of 30 hours

Supervisors: Yosemite Association Volunteer Program Management and volunteer supervisors

Health Benefits: Federal Workers Compensation provided through the National Park Service

Travel Stipend: \$10/day worked, available upon request and paid at the end of each volunteer session

An Equal
Opportunity
Employer

YOSEMITE ASSOCIATION
2010 Visitor Information Program Application



Date of Application _____ Member ID# _____
Last Name _____ First Name _____ Middle Name _____
Address _____ City _____ State _____ Zip _____
Telephone Number(s) _____ Email _____
Social Security Number (required for mandatory background check) _____

Volunteer locations are in Yosemite Valley, Wawona, and Tuolumne Meadows. Please indicate your preference:

1st Choice _____ 2nd Choice _____ 3rd Choice _____

What months are you able to volunteer? _____ Date you must leave _____

Would you like to use a tent, camper, RV? (RV's are suitable for Wawona and Yosemite Valley ONLY)

Tent Camper RV Length of camper or RV _____

Do you speak any foreign language(s)? _____

Are you a minimum of 18 years old? Yes No

Can you present proof of U.S. citizenship or permanent residence in this country? Yes No

If accepted into the program may we share your contact information with other volunteers to encourage carpooling, gear sharing, and networking? Yes No

Are you able to perform the essential functions of the job for which you are applying with or without reasonable accommodation? Please describe any functions that cannot be performed. Yes No

Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants to perform essential functions. Placement may be subject to passing a medical examination, skill, and agility tests.

Have you ever been convicted of a criminal offense (felony or serious misdemeanor)? Yes No

If yes, state the nature of the crime(s), when and where convicted, and disposition of the case.

Note: No applicant will be denied employment solely on the grounds of conviction of a criminal offense. The nature of the offense, date of the offense, the surrounding circumstances, and the relevance of the offense to the position(s) applied for may, however, be considered.

Have you ever filed an application with the Association before? Yes No When? _____

EDUCATION, TRAINING & EXPERIENCE	No. of years completed	Did you graduate?	Diploma or degree
High School _____			
Trade School _____			
College _____			
Other Training _____			

MOST RECENT EMPLOYMENT/VOLUNTEER EXPERIENCES

Employer _____ From _____ To _____

Job Title _____ Work Performed _____

Address _____

Supervisor _____ Telephone Number(s) _____

Reason for leaving _____ May employer be contacted for reference? Yes No

Employer _____ From _____ To _____

Job Title _____ Work Performed _____

Address _____

Supervisor _____ Telephone Number(s) _____

Reason for leaving _____ May employer be contacted for reference? Yes No

Employer _____ From _____ To _____

Job Title _____ Work Performed _____

Address _____

Supervisor _____ Telephone Number(s) _____

Reason for leaving _____ May employer be contacted for reference? Yes No

VOLUNTEER CAMPGROUND VISITOR PROTOCOL

This policy of making advance reservations for visits by friends/family with volunteer program management has been established to maintain the high standards of our organization’s new cooperating agreement with the National Park Service. This is an agreement which our organization is obligated to maintain. The Association views occasional visits by family/friends, including those who help with setting up and taking down camping equipment as appropriate. Excessive visits for vacation purposes in a volunteer group campsite is inappropriate. (“Excessive” refers to the number of visits, length of stay, and number of visitors.) Visitors are required to share volunteer accommodations or set up a small tent adjacent to the volunteer. All food is to be stored in the volunteer’s bear box storage only. Management will consider all requests when determining visitor schedules that are equitable and in compliance with the high standard of the cooperating agreement.

Please list names of guests, number of adults/children, and duration of visit for each request.

Visitor requests made after submission of this application will be considered for approval if the request is made a week prior to visitor arrival. Unapproved visits are not allowed. Please notify management of any changes to your requests.

ACKNOWLEDGEMENT

Please read carefully, initial each paragraph, and sign below:

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for volunteering and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material fact on this application or on any document used to secure a volunteer position shall be grounds for rejection of this application or for immediate discharge if I am volunteering, regardless of the time elapsed before discovery.

_____ **Initials**

I hereby authorize the Yosemite Association to investigate thoroughly my references, work record, education and other matters related to my suitability for volunteering and, further, authorize the references I have listed to disclose to the company all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the Yosemite Association, my former employers/volunteer supervisors and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

_____ **Initials**

I understand that nothing contained in the application, or conveyed during any interview that may be granted, or during my time volunteering, is intended to create a contract between me and the company. In addition, I understand and agree that if I am volunteering, my volunteer stint is for no definite and determinable period and may be terminated at any time, with or without prior notice, at the option of either myself or the Yosemite Association, and that no promises or representations contrary to the foregoing are binding on the Yosemite Association unless made in writing and signed by me and the company’s President.

_____ **Initials**

Should a search of public records (including records documenting an arrest, indictment, conviction, civil judicial action, tax lien or outstanding judgment) be conducted by internal personnel employed by the Yosemite Association, I am entitled to copies of any such public records obtained by the Yosemite Association unless I mark the check box below. If I am not asked to volunteer as a result of such information, I am entitled to a copy of any such records even though I have checked the box below.

_____ **Initials**

I waive receipt of a copy of any public record described in the paragraph above.

Signature _____ **Date** _____