



Volunteering with **Lehigh Gap Nature Center**

Information Specialists



Lehigh Gap Nature Center (LGNC) is seeking **Information Specialist volunteers** to support visitors at our Osprey House visitor center. Do you enjoy interacting with people? As an Information Specialist, you will have the opportunity to meet guests from across the country and share the unique and inspiring story of LGNC's award-winning restoration work!

Information Specialist Role at a Glance:

Responsible for: Greeting and providing information to visitors; processing gift shop transactions; answering the phone; recording basic visitor information

Report to: Kira Fisher, Seasonal Outreach Specialist
(kira.fisher@lgnc.org | 610-760-8889)

Time Commitment: 3 hour shifts available year-round

About LGNC

Nestled within the Kittatinny Ridge alongside the Lehigh River, Lehigh Gap Nature Center is a member-supported 501(c)(3) nonprofit environmental education center and wildlife refuge. LGNC is the *first and only nature center in the U.S. created from a federal Superfund site*. When LGNC was founded in 2002, much of the mountainside in our surrounding area was barren and lifeless, scarred by decades of industrial pollution. LGNC's efforts to revegetate several hundred acres of this former 'moonscape' have not only successfully restored life to the mountain, but they have also established a community resource that is now enjoyed by thousands of visitors annually. Today, the restored site is home to a 756-acre wildlife refuge featuring hundreds of native species, 13 miles of trails, and endless opportunities for learning, ecological research, and outdoor recreation. Visit lgnc.org to learn more.

Volunteering with the Information Specialist Team

With 13 miles of trails connecting the D&L and Appalachian trails, LGNC is an increasingly popular destination for outdoor recreation that draws tens of thousands of visitors per year. As LGNC's base of operations, the Osprey House visitor and education center serves anyone seeking information, restrooms, water, and a warm or cool place to rest. Information Specialist volunteers are responsible for keeping the Osprey House open and staffing the Information Desk located in the building's lobby.

Information Specialist volunteers are ambassadors for LGNC. Their #1 role is to help people. Visitors who have a positive experience with an Information Specialist are much more likely to come back and support LGNC as a member, donor, or volunteer.

Responsibilities of the Information Specialist

Information Specialists are responsible for the following in support of visitor engagement at the Osprey House visitor center:

- Greeting and providing information to visitors
- Processing gift shop transactions
- Answering the phone
- Recording basic visitor information

Information Specialist Leadership

The Information Specialist volunteer group is coordinated by LGNC's Seasonal Outreach Specialist, Kira Fisher. Information Specialist volunteers should contact Kira directly at 610-760-8889 or volunteering@lgnc.org with any questions or concerns. Alternatively, volunteers may contact Chad Schwartz, Executive Director, at 610-760-8889 or chad.schwartz@lgnc.org.

Training and Orientation

Prior to volunteering, Information Specialists must participate in a two-hour orientation and training session. Please contact Kira Fisher to schedule a time that is convenient for you. New Information Specialists are also encouraged to shadow other volunteers until they feel comfortable volunteering on their own. Once a new volunteer feels ready to sign up for a shift, Chad Schwartz will provide a key and security code.

Group planning meetings/potluck dinners are generally held at least twice per year to review protocols and address questions or concerns. A detailed manual with Information Desk protocols is available electronically and at the Nature Center.

Time Commitment

Information Specialists may volunteer as often or as little as they are available. The following table details the volunteer shifts available throughout the year:

Season	Days Open	Volunteer Shift
Summer Hours* (April-October)	Daily	9:00 a.m.-12:00 p.m. 12:00 to 3:00 p.m.
Winter Hours (November-March)	Sunday, Monday, Friday, Saturday	9:00 a.m.-12:00 p.m. 12:00 to 3:00 p.m.

*Summer hours are partially covered by a part-time Seasonal Outreach Specialist.

If you are unable to commit to a full shift or need to adjust your volunteer time, no worries! Any amount of time you are able to volunteer is greatly appreciated.

Clearances

In accordance with Pennsylvania Act 153 (Child Protective Services Law), all LGNC volunteers must complete free criminal background checks prior to volunteering. Clearances must be renewed every 60 months. Clearances must be renewed every 60 months.