National Mall and Memorial Parks
Volunteer Program

National Mall Orientation and Visitor Services Volunteer

What’s Involved?
Orientation Volunteers help the National Mall function at its best by creating a hospitable and visitor-centered environment. The primary task of an Orientation Volunteer is to assist visitors in navigating and enjoying their visit to the National Mall. This may include offering directions around the park and surrounding area, supplying maps and brochures, and providing introductory information on the Mall and the site at which the volunteer is stationed. Orientation volunteers will also be responsible for directing visitors to appropriate resources for further learning. Other duties include maintaining kiosk supplies and reporting safety, security, and maintenance concerns and emergencies to appropriate staff contacts.

What are the benefits?
- Meeting people of all ages and backgrounds
- Gaining valuable job skills in customer service in a public-facing role
- Being a part of a dynamic and dedicated volunteer corps
- Sharing the National Mall with its millions of visitors every year

The role is suitable for those with:
- Excellent communication skills
- A desire to assist visitors and provide outstanding customer service
- Enthusiasm, friendliness, and a positive attitude
- Knowledge of the National Mall and surrounding areas
- Willingness to learn new information to enhance your ability to educate and orient visitors

Commitment:
Suggested minimum of 6 months (two shifts per month, more encouraged). Preference given to a volunteer who can commit to a weekly shift. Shorter term summer involvement may also be available pending training and approval.

Site:
Volunteers will be stationed at one of the kiosks around the National Mall, which are located at the following sites: World War II Memorial, Korean War Veterans Memorial, Smithsonian Metro stop, the Martin Luther King, Jr. Memorial, and the Eisenhower Memorial. Volunteers’ site preference will be honored as positions are available.

Requirements:
Age: 18 or older (younger applicants with parental/guardian approval may be considered). Volunteers must wear park-issued volunteer uniform and name tag. As representatives of The National Park Service and Trust for the National Mall, volunteers must adhere to the policies, procedures, and code of conduct as outlined in the volunteer handbook provided prior to or during training.
Physical Conditions:
The kiosks are enclosed spaces with large customer service windows. Volunteers may come in contact with many visitors on a daily basis. Kiosks are outfitted with air conditioning or fans, but volunteers may be exposed to inclement weather conditions, including heat, humidity, and cold temperatures.

Hours / Days of Operation:
Days of operation: Orientation Volunteers will be onsite 7 days a week. Shifts are 4 hours each from 9am to 1pm and 1pm to 5pm. Volunteers choose their shifts and manage their volunteer schedules using our signup software.

Training:
Volunteers will be provided with training that covers hospitality best practices, and basic information on the National Mall and their specific kiosk location. Training will prepare the volunteer to confidently respond to visitor requests and questions.

Support:
Training for this position will be provided. In addition, National Park Service guides, rangers, and Trust for the National Mall personnel will be available for questions and assistance via the radio or phone.

Management:
The volunteer program is co-managed by the Trust for the National Mall (TNM) and the National Park Service, National Mall and Memorial Parks (NAMA). The enhanced program aims to inspire meaningful and enriching experiences for volunteers and visitors alike.

About the National Park Service:
The National Park Service preserves unimpaired the natural and cultural resources and values of the National Park System for the enjoyment, education, and inspiration of this and future generations. The Park Service cooperates with partners to extend the benefits of natural and cultural resource conservation and outdoor recreation throughout this country and the world. Learn more at nps.gov.

About the Trust for the National Mall:
As the leading nonprofit philanthropic partner of the National Park Service dedicated to preserving, restoring and enriching the National Mall, the Trust brings expertise and private funding to time-sensitive restoration and sustainability projects, mobilizes volunteers and provides educational opportunities to ensure that the National Mall endures and evolves as a vibrant space for all. Learn more at nationalmall.org.