



Position Title: Visitor Services Specialist

Position Service Site: Necedah National Wildlife Refuge (Necedah, WI)

Service Time: April 20 – August 29, 2026 (675-hour AmeriCorps term, 19 weeks total, 40 Hours/week).

Benefits: Living stipend for the entire term equals \$9,500 (\$500/wk). An AmeriCorps Education Award of approximately \$2,800 will be issued upon successful completion of service.

Onsite shared housing is available. Members should be prepared to live communally with other people.

OVERVIEW: Once part of Glacial Lake Wisconsin, Necedah National Wildlife Refuge is now made up of an ancient, exposed lakebed where shallow surface water streams life into the Great Wisconsin Swamp, historic oak savannas and sand prairies. After seeing its importance for migratory birds, Franklin D. Roosevelt set aside the Refuge in 1939 to protect breeding and resident wildlife and for generations of people to enjoy. Necedah National Wildlife Refuge is a diverse ecosystem including open tallgrass prairies, sprawling savannas, and numerous wetland types including sedge meadows. The refuge is home to more than 230 bird species including whooping cranes, red-headed woodpeckers, golden-winged warblers, and bobolinks. It is also home to black bears, gray wolves, American badgers, boghaunter dragonflies, Blanding's turtles and many more plants and animals. The Necedah Wildlife Refuge Visitor Center was opened in 2011 to connect people to nature through environmental education, interpretive media, hands on discovery, and active stewardship. The visitor center and its programs are supported by the Friends of Necedah National Wildlife Refuge, a group of dedicated volunteers that maintain a 501c3 non-profit that supports the needs of the Refuge.

SERVICE DESCRIPTION: The Visitor Services Specialist is primarily responsible for assisting with environmental education programming, public events, and sharing information about the Refuge and its conservation message to visitors and the public. The Specialist may occasionally assess and make repairs to trail infrastructure and assist with land management. Their expected schedule is Tuesday through Saturday, 7:30 am to 4:00 pm.

RESPONSIBILITIES:

Education Programs

- Support implementation of youth education programs and lead associated lessons.
- Learn age-appropriate camp curriculum for children entering grades K-3, 4-6, and 7-9.
- Prepare and lead educational programming for children ages 5 to 15 in a day camp setting.
- Lead themed nature hikes, teaching visitors about the Refuge.
- Assist with group tours and interpretive tables as needed and participate in special events.
- Assist in developing brochures, programs, activities, and related materials to enhance educational experiences.

Visitor Engagement

- Interact with visitors daily and answer questions about the Refuge.
- Greet visitors, perform customer service, and answer phone calls while operating the visitor center front desk.
- Assist visitors by providing them with information about specific recreation opportunities and activities.
- Inform visitors of the rules and regulations applicable to the various areas within the Refuge.
- Assist visitor center staff with daily open and closing routines, exhibit repairs, and public social media posts.
- Assist with developing and presenting interpretive and educational programming for special events, school groups, and other community outreach activities.
- Support program registration and serve as the visitor center point of contact on assigned days.

Other

- On rare occasions, the Visitor Services Specialist may choose to assist land management staff in various projects throughout the summer such as wildlife surveys, wildlife banding, and restoration unit checks.
- Occasionally assist with field data collection and input utilizing a tablet or GPS unit.
- Periodically assess trails, observation decks, photo blinds, and kiosks, and complete associated repairs.

HOUSING:

- Members should expect to have 0-5 roommates in a shared house, and no pets are allowed.
- Members must inform staff of any housing preferences or required accommodations.
- Three people will be assigned per bedroom, which includes three beds, dressers and sectioned closet space.
- House mates share a communal living space with a living room, full kitchen (with some pots, pans, plates, and utensils), two bathrooms, and laundry. Household paper products and cleaning supplies are provided.
- Occupants must provide their own bedding, food, detergent, etc.
- Provided housing is located 20 miles from Tomah, WI which has a grocery store, hospital, and other amenities.

TRAININGS OFFERED:

- Defensive Driving
- Peer to Peer Education and Naturalist Program Training

QUALIFICATIONS:

- Minimum age requirement is 18 years old
- A citizen of the United States, a United States national, or a legal permanent resident of the United States
- Must possess a valid driver's license, and a reliable personal vehicle is recommended
- Ability to work independently and as part of a team
- Excellent written and oral communication skills
- Experience developing and delivering environmental education and/or camp programs is preferred
- Energetic and enthusiastic personality to help motivate children and collaborate with co-workers and visitors
- Understanding of or willingness to learn conservation practices, and passionate about outdoor recreation
- Ability to withstand the physical demands of service, which involves hiking on and off trail across uneven terrain in seasonal inclement weather conditions and in the presence of biting insects
- Able to serve long days and navigate outdoors both on and off trail and in open water
- Ability to lift and carry up to 50 pounds of equipment with some stooping, bending, climbing, and crouching
- Ability to serve in a variety of weather conditions such as temperatures ranging from below freezing to over 100 degrees Fahrenheit, high winds, intense sunshine, rain, and high humidity
- Ability to perform the essential duties of the position with or without reasonable accommodation
- Ability to multitask and shift schedule and priorities to meet changing conditions
- Upon hire, a criminal background check will be conducted. Service with WisCorps will be considered probationary until all results are returned and have been reviewed.

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