

National Mall and Memorial Parks  
**Volunteer Program**



**National Mall Administrative Volunteer at Buckeye Drive**

**What's Involved?**

Administrative Volunteers are stationed at Buckeye Drive, at National Mall and Memorial Parks office space in East Potomac Park on Hains Point. Volunteers will be responsible for...

- Answering phone calls and providing park information and directions to callers.
- Taking messages and relaying them to appropriate personnel.
- Monitoring and recording check-in and check-out calls from volunteers (VIPs) by way of radios, recording names, times, and hours served. The Administrative Volunteer also maintains a VIP file.
- Keeping the front desk area neat and organized.
- Respond to correspondence requests such as opening letters requesting park brochures, maps and passport stamps.
- Other clerical duties that may require additional background checks to have access to organizational intranet.

Administrative Volunteers will use common office and communication equipment (multi-line telephones, desktop computers, copiers, fax machines, two-way radios, etc.).

**What are the benefits?**

- Sharing your knowledge of Washington, D.C. and the National Mall
- Helping visitors navigate and enjoy the National Mall
- Gaining valuable job skills in customer service and communication
- Being a part of a dynamic and dedicated team of volunteers and park rangers

**The role is suitable for those with:**

- Knowledge of the National Mall and surrounding areas
- Excellent communication skills
- Strong organization and efficient work style
- A desire to assist visitors and provide outstanding customer service
- Experience with clerical and office equipment

**Commitment:**

Minimum requirement is one, 4-hour shift every other week, with a suggested minimum commitment of 3 months. Preference is given to a volunteer who can commit to a regular shift. Shorter term summer involvement or occasional opportunities may also be available pending approval.

**Site and Work Environment:**

Volunteers work at Buckeye Drive on Hains Point near the National Mall. The site is an office environment that is closed to the public. Work is primarily sedentary and takes place in a low-traffic, well-lit, and climate-controlled space.

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**Requirements:**

Age: 16 years or older (younger applicants with parental/guardian approval may be considered). Volunteers must wear a park-issued volunteer uniform and name tag. As representatives of 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.

**Hours / Days of Operation:**

Volunteer shifts are 4 hours, 9 AM – 1 PM and 1 – 5 PM. Volunteers should commit to at least one shift biweekly (every other week). Volunteers choose their shifts and manage their volunteer schedules using our signup software.

**Training and Support:**

Training for this position will be provided and include shadowing a ranger for a 4-hour shift at Buckeye Drive. In addition, guides, rangers, and supervisory personnel are always on hand and will be available for questions and assistance.

**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](https://www.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](https://www.nationalmall.org).