



Visitor Experience Academic Internship

Golden Gate National Parks; In-Person

Full or Part-Time, Summer 2023

Available only to students currently enrolled at COM, SFSU or CCSF

Introduction

The Golden Gate National Recreation Area (GGNRA) is a destination for both local and international visitors with its sweeping vistas, immense biological diversity, and unique cultural resources. With over 19 million visitors annually and over 80,000 acres of land, the GGNRA is the largest urban national park in the country.

The Presidio of San Francisco and Fort Point National Historic Site are at the heart of the park, and they offer uniquely diverse ways to learn from shared histories and resilient nature. This opportunity is with the Interpretation Division of the GGNRA.

Internship Overview

The Academic Internship Program runs Tuesday May 30 - Friday August 4, 2023 (10 weeks total)

Do you want to help visitors understand how they can enjoy one of the most beautiful places in the world?

We are looking for a Visitor Experience Intern to welcome new and returning visitors into a park with diverse cultural and natural resources. This position's primary responsibility will be to welcome park visitors, orient to the site, provide interpretive tours/talks, and assist with day-to-day operations of the Presidio of San Francisco. Working as part of a team as well as alone, the intern will lead interpretive programs that support the mission of the National Park Service. This involves researching, organizing, and implementing public programs as well as roving trails, providing group introductions to the park, as well as helping to coordinate special events.

Description of Duties

- Serve as front-line representatives to greet customers and answers questions by staffing the Presidio Visitor Center and providing informative, efficient, accurate, and courteous services to the public
- Present informational talks, guided tours, and demonstrations, following a prescribed outline, to various audiences (1 to 20 people) to inform or educate
- Share the diverse history and culture of the park: Buffalo Soldiers, Spanish-Mexican era and WWII Nisei service men
- Utilize interpretive techniques (such as metaphors, storytelling, analogies) suggested by others to facilitate intellectual and/or emotional connections between audiences' interests and their surroundings
- Work in a team setting to set goals, prioritize work and accomplish goals
- Educate park visitors regarding rules, regulations, and safety concerns in a friendly and professional manner to gain compliance
- Gain knowledge of park resources and 21st century interpretive skills and competencies
- Assist with special events and special projects as needed
- Record same-day visitor contacts and occurrences
- Attend trainings and lectures to facilitate continuing education
- Learn and operate NPS radio for park communication
- Support daily operations which may include supporting other park sites in the GGNRA
- Other duties as assigned

In this position, the intern will:

- Develop professional skills of communication, team facilitation, public speaking, and park management
- Understand the significance of interpretation and learn how to develop and write public interpretive programs
- Practice the ability to actively listen, lead by example, evaluate situations, and follow safety protocols.
- Learn conflict de-escalation tools and techniques
- Gain experience in the realm of public service, government operations, park natural resources and cultural diversity
- Learn to give informal interpretation such as directions and talk about points of interest

Desired Qualifications

- This is a professional development experience for curious and enthusiastic individuals with a desire to learn. Experience is secondary to a desire to build skills and perform in a professional setting
- Interest in History, Natural Sciences, or Park Management is desirable, not required
- Interest in building public speaking skills
- Proficiency in language(s) other than English is very helpful, but not required (eg. ASL)
- Have reliable transportation to and from work site: the worksites are accessible by car, bike, foot and public transportation (SF Muni, Golden Gate Transit)

Physical Requirements and Work Conditions

- Ability to lift heavy objects (25lbs to 50lbs)
- Position will be required to wear a uniform which will be provided by agency
- The work is performed both indoors and outdoors in sometimes rugged terrain; to include very steep, wet, muddy, rough, uneven or rocky surfaces; Individuals should be capable of working alone, or with other people. Ability to stand and/or hike for extended periods in time. Exposure to cold, heat, and rain may be likely.

Health and Safety

It is the policy of the Golden Gate National Parks Conservancy to create and maintain a safe and healthful workplace free from recognized hazards that may cause harm to employees and interns, consistent with and in compliance with applicable state and federal laws. Employees and interns will play an active role in creating a safe and healthy workplace and will comply with all applicable health and safety rules. The Conservancy is committed to the goal of implementing an effective health and safety program and an injury prevention program.

Based on the current state of the COVID-19 pandemic, the Parks Conservancy requires all employees, interns, and independent contractors to be vaccinated and to provide proof of such vaccination as a condition of employment, internship, or performing contract work.

Benefits

- Seventy-five dollar (\$75.00) per day taxable stipend plus academic credit available
- Gain experience helping visitors and groups discover personalized experiences in their National Parks
- Opportunity to attend the trainings on a variety of topics including resume building and interview skills, park orientation and history, flora and fauna, and more
- Learn about the mission of the National Park Service as well as its cultural and natural resources
- Opportunity to enjoy the scenery, wildlife, and cultural resources of a spectacular National Park
- Networking with staff and volunteers from diverse backgrounds that share a common interest in preserving and protecting our natural lands while engaging the next generation of park stewards
- Personal/professional development days to pursue an interest, including training and education days in various departments within the Park Service and Parks Conservancy
- Meet and learn from fellow park interns at workshops, discussions, and Intern Spotlight Series days
- Uniform will be provided
- Have the opportunity to learn across different divisions

Terms of Position

- The term for this internship position is Tuesday May 30 - Friday August 4, 2023 (10 weeks total)
- In-person internship (with some virtual meetings, research and work)
- COVID-19 safety precautions may be required
 - Work sites (San Francisco, CA): Presidio Visitor Center, Tunnel Tops, Fort Point, Battery Chamberlin/Baker Beach, and other sites as assigned.
- Four (4) days a week, Flexible work schedule. The possibility of full-time work may be available.
- Intern must be available to work half day or full day increments
- Required attendance at orientation and onboarding sessions (three full days), as well as end of program celebration; Tuesday May 30, Wednesday May 31, Tuesday June 6, and Friday August 4
- Intern must have a Social Security Number or an Individual Taxpayer Identification Number to receive stipend
- Available only to students currently enrolled at College of Marin, SF State or City College of San Francisco (must be enrolled for spring, summer, or fall 2023 classes to be eligible, open to students in ALL majors)

How to Apply

To apply for this position, please submit an application and send a resume and a thoughtful cover letter to Internships@parksconservancy.org. Please indicate the position(s) that you are applying for in your cover letter. No phone calls please. **Application deadline is Thursday, March 30.**

Information Webinar: Thursday March 23rd, 2:30 - 4 pm, for more details and to register visit www.parksconservancy.org/academicinternships.

The Golden Gate National Parks strive to engage a workforce reflective of the community it serves. We do not discriminate on the basis of race, color, age, gender, national or ethnic origin religion, sexual orientation, or physical disability. All qualified applicants are encouraged to apply.