

*National Mall and Memorial Parks*  
**Volunteer Program**



**National Mall Visitor Services Volunteer**

**What's Involved?**

Visitor Services Volunteers help the National Mall function at its best by creating a hospitable and visitor-centered environment. The primary task of a Visitor Services 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. Visitor Services 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 regular shift. Shorter term summer involvement or occasional opportunities may also be available pending approval.

**Site:**

Volunteers will be stationed at one of the kiosks around the National Mall, which are located at the following sites: the Martin Luther King, Jr. Memorial, the Washington Monument, the Vietnam Veterans Memorial, the Korean War Veterans Memorial, the World War II Memorial, and the Smithsonian Metro stop kiosk. 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 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.

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**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: Visitor Services Volunteers will be onsite 7 days a week. Shifts may vary from kiosk to kiosk but are generally divided into morning and afternoon starting at 9am and ending at 5pm, though there may also be evening shifts available. 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, phone, or email.

**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).