

Administrative Volunteer

North Country National Scenic Trail

Introduction

This National Park Service (NPS) volunteer position is based along or contributes to the North Country National Scenic Trail, the longest of 11 national scenic trails stretching more than 4,600 miles from Vermont to North Dakota. This NPS volunteer position provides a variety of administrative services that support volunteers and the volunteer program, trail and project planning efforts, and the sharing of information with both internal and external stakeholders. *The volunteer will not be required to perform any task that is beyond their physical limits or training.* The volunteer is responsible for completing projects according to prescribed standards, complying with safety regulations, caring for and maintaining assigned equipment, working cooperatively with others, and fostering a safe, inclusive, and positive work environment. The volunteer should coordinate their duties and projects with chapter leadership and/or with North Country Trail Association (NCTA) staff as appropriate.* Volunteer policy questions should be directed to the NPS volunteer program manager.

This position requires the volunteer to read and acknowledge the Administration Job Hazard Analysis on the Volunteer Service Agreement.

Major Duties

Consist of a variety of comparatively non-strenuous, office-based administrative tasks which may include, but are not limited to the following:

- Produce articles for newsletter or develop other educational/information materials.
- General correspondence and mailings.
- Order, purchase, and inventory supplies.
- Prepare documents and maintain records.
- Communicate with current and future volunteers.
- Coordinate workdays and send out emails/information, as needed.
- Submit Trail Project Forms.
- Submit volunteer hours for individual and groups of volunteers.
- Maintain volunteer email, training, and certification lists.
- Act as a “Web Master” and produce social media content.
- Plan work and projects.

Physical Demands

Requires sitting and looking at a computer screen for extended periods of time. Work is primarily performed in a sitting position but may require walking, standing, bending, and carrying light objects.

Work Environment

Work is primarily performed indoors where the volunteer feels comfortable. Some work outdoors is possible.

Safety Considerations

Safety is the number one priority! Work involves the possibility of experiencing muscle and eye strain. All injuries and near misses must be reported to Volunteer Program Manager Nic Loiseau at 616-302-9842 and the RTC* immediately following the incident or as soon as safely possible if treatment is needed.

Scope of Contacts

Most work associated with this position may be done at home, but some occasional in-person or virtual contact with Trail volunteers, staff, partners, and affiliates, as well as the public may occur at meetings, trainings, or other events.

General Knowledge, Skills, and Abilities Associated with the Position

- Ability to access and use a computer.
- Ability to use a variety of computer-based applications to send and receive messages, attached documents, photos, and other forms of media.
- Ability to work independently with little to no supervision and as part of a team.
- Ability to follow written and oral directions, ask clarifying questions to ensure understanding of expectations.
- Knowledge of the operation of standard office equipment which may include computers, printers, fax machines, scanners, and copy machines to carry out administrative functions.
- Ability to learn and retain basic knowledge associated with Trail administrative programs, processes, and reports.
- Ability to use verbal and written communication to foster and maintain positive relationships with Trail members, staff, partners, and affiliates, as well as members of the public.

Benefits to the Volunteer

- Opportunity to become part of the Trail's history and to support and contribute to the nation's longest national scenic trail, the National Trail System, and the National Park Service as an official NPS volunteer.
- Volunteer is eligible for an America the Beautiful Volunteer Pass after accumulating 250 hours or more, unless they already possess an America the Beautiful Pass Senior, Assess, or Military Pass.
- Receive recognition items for hours of service.
- Potential training opportunities that develop knowledge and skills and enhance service to the Trail.
- Skill development, resume builder, and hands-on experience.

Program Administration

The North Country National Scenic Trail Volunteer-In-Parks (VIP) program is co-managed by the National Park Service and North Country Trail Association. Physical volunteer forms are kept in a locked cabinet at the NPS office in Lowell, Michigan. Electronic data is stored in Blackbaud Raiser's Edge (a platform managed by NCTA) to allow for volunteer hours and award tracking.

NPS Anti-Harassment Policy

The National Park Service (NPS) is committed to providing a work environment free from discrimination and harassment based on race, color, religion, sex (including pregnancy and gender identity), sexual orientation, national origin, age, disability, family medical history (including genetic information), status as a parent, marital status, political affiliation, and one that is free from and illegal retaliation. The NPS will not tolerate offensive sexual or non-sexual harassing behavior against any NPS employee, intern, volunteer, contractor or other nonfederal employee, visitor, or other member of the public. The NPS also will not tolerate adverse treatment of employees or volunteers because they report harassment or provide information related to such complaints.

Safe behavior is considered a condition of volunteering with the NPS. Volunteers are expected to adhere to all park policies, management directives, and best practices regarding safety. Volunteers are expected to speak candidly if they are concerned about the level of risk they observe and bring any safety concerns to the volunteer program manager's attention, either directly or anonymously. Volunteers will participate in required safety trainings and fully adhere to policies and programs designed to assist them in performing work safely. Failure to follow directives related to safety may result in termination.

Additional information regarding this policy can be found in NPS Director's Order 16E, NPS Anti-Harassment Policy, that is available on the NCTA website.

Volunteers must acknowledge that you have read and received a copy of this ADMINISTRATIVE Position Description on the Volunteer Service Agreement (OF301a.)

****Volunteers associated with a Trail affiliate should coordinate and contact leadership within their organization.***

**National Park Service
North Country National Scenic Trail
Job Hazard Analysis**

1. Work Project/Activity's <i>ADMINISTRATION*</i>	2. Location <i>North Country NST</i>	3. Originator <i>Nicole Loiseau</i>	4. Job Title <i>Volunteer Program Manager</i>
5. Name of Reviewer <i>Chris Loudenslager</i>	6. Job Title <i>Superintendent</i>	7. Date Prepared/Revised <i>4/2/21</i>	8. Number of Pages in this JHA <i>2</i>

**This JHA is intended for administrative volunteers.*

Task/Procedure	Potential Hazards	Recommended Actions or Procedures
Sitting for long periods of time at a workstation or desk	Tight muscles	Take regular breaks to get up and move around.
	Sitting in a chair that is too high (sitting with pressure on the underside of the thighs and legs dangling)	Sit in a chair that allows adequate leg room and feet can be placed flat on the floor comfortably.
	Sitting with the head tilted forward	Sit in an ergonomically correct position with head up.
	Sitting without lumbar support	Sit in a chair with lumbar support built in or with a lumbar cushion.
	Working with arms raised	Sit at a workstation that is the right height.
	Working with bent wrists	Work with a wrist rest, keeping wrists in a relaxed and neutral position.
	Working with unsupported forearms	Sit in a chair with arm rests or at a workstation with arm supports.
	Cramming thighs under a worktable	Sit at a workstation that is high enough that you can sit comfortably with your legs crossed.
	Sitting on a chair that has poor support	Sit in an ergonomically correct chair or use a lumbar support cushion.
	Sitting on a chair that is too low	Sit in a chair that is comfortable to have your feet flat on the floor without pressure on the thighs or knees.
	Sitting at a worktable that is too high	Sit at a workstation that is even with the arm rests of your chair or just below your hands when your arms are at a 90-degree angle.
	Cumulative Trauma Disorder (CDT)	Working on correcting the symptoms of sitting at a workstation. Reducing the trauma by becoming aware of which muscles are repeatedly stressed, tendons becoming inflamed, nerves get pinched, or blood flow restricted.
Typing on a keyboard or using a mouse for extended periods of time	Repetitious and forceful hand movements can lead to repetitive motion injuries and musculoskeletal injuries	<ul style="list-style-type: none"> ○ Adjust the seat height until your forearms are horizontal and wrists straight while using the keyboard. Bring the keyboard close to the edge of the desk just leaving enough room for a gel filled wrist rest if you want one or to rest the heel of your hands. Avoid- pushing your keyboard forward to keep papers in front of it. (If you do this, you will probably lean forward to reach it and your back will no longer be supported by your chair.) Do not rest your wrists on the edge of the desk or bend your hands up at the wrist. Keep a soft touch on the keys and do not overstretch your fingers. Place the mouse beside the keyboard so that you do not have to stretch - use a mouse mat with a gel filled wrist rest if you wish.

		<ul style="list-style-type: none"> ○ Alternate tasks to make changes in your working position to avoid making the same movements for prolonged periods of time. ○ Keep your fingers and knuckles relaxed when working at the keyboard. ○ Never hold a pen or pencil in your hand when keying. ○ Avoid hitting the keyboard with excessive force. Studies have shown that the average user hits the keyboard with four times the required force when keying. <p>(Source: http://www.ehs.pitt.edu/workplace/ergo-tips.html)</p>
Looking at a computer screen for extended periods of time	Eye strain, dry eyes	<ul style="list-style-type: none"> ○ Ensure work area is properly illuminated. Eliminate glare on screen. ○ Purchase ergonomic furniture to enable you to position your computer screen 20 to 24 inches from your eyes. The center of your screen should be about 10 to 15 degrees below your eyes for comfortable positioning of your head and neck. ○ Blink often. To reduce your risk of dry eyes during computer use, try this exercise: Every 20 minutes, blink 10 times by closing your eyes as if falling asleep (very slowly) to help rewet your eyes. ○ To reduce your risk of tiring your eyes by constantly focusing on your screen, look away from your computer at least every 20 minutes and gaze at a distant object (at least 20 feet away) for at least 20 seconds. Looking far away relaxes the focusing muscle inside the eye to reduce fatigue. ○ Take breaks often. <p>(Source: http://www.allaboutvision.com/cvs/irritated.htm)</p>
Walking/standing surfaces	Slips, trips, falls	<ul style="list-style-type: none"> ○ Keep individual work areas and storage clean, orderly, and free of tripping hazards. ○ Use handrails when going up or down stairways. ○ Never stand on an office chair. Use a step ladder when there is a need to reach something at an elevated height. ○ Universal slip, trip and fall culprits include unattended spills, wet floors, exposed cords, unstable work surfaces, uneven floors, loose rugs, and cluttered areas. ○ Clean up all spills immediately, and post signs identifying hazards in areas that are being cleaned or that have recently been cleaned, and in areas prone to water accumulation and wet surfaces. ○ Work areas should be kept clear of boxes and other clutter. ○ Electrical and telephone cords should also be properly secured and not stretched across aisles or walkways, and carpets should not be frayed or buckled. ○ Inclement weather conditions, such as rain, snow, and ice create outdoor slip hazards on exterior steps, ramps, walkways, entry and exit areas, and parking lots, as well as indoor hazards when wet floors are not cleaned up promptly. Watch where you step.

Please acknowledge that you have reviewed this **ADMINISTRATIVE** hazard analysis and understand the hazards and required precautionary actions on the Volunteer Service Agreement. Please notify the volunteer program manager if you are unable to follow the requirements of this hazard analysis.