

# SYCC Guest Engagement Volunteer

The Suncoast Youth Conservation Center (SYCC) is an educational facility located on the Florida Conservation and Technology Center campus in Apollo Beach. As a part of the Florida Fish and Wildlife Conservation Commission's (FWC) Florida Youth Conservation Center Network (FYCCN), the Suncoast Youth Conservation Center is committed to creating the next generation that cares about Florida's fish and wildlife resources through outdoor educational experiences. In addition to offering school field trips and summer camps, **SYCC is open to the public annually from November 1<sup>st</sup>-April 15<sup>th</sup> and is looking for volunteers to help us connect with general public visitors of all ages at our site. That's where YOU come in!**

Guest Engagement Volunteers help share the mission of FWC, FYCCN, and SYCC with guests by encouraging learning about wildlife and exploring Florida's natural resources at SYCC's exhibit hall and surrounding facility during our public visitor season.

## **Volunteer duties may include:**

- Interacting with visitors to SYCC's exhibit hall, answering questions, and providing informal education on Florida's natural resources.
- Engaging visitors at education stations, animal encounters, and SYCC's touch tank.
- Handling ambassador animals, such as snakes, turtles, and touch tank invertebrates, in alignment with SYCC protocols.
- Occasional assistance with outreach to local festivals, special events, and fishing clinics based on need and availability.
- Occasional assistance with summer camp/field trip/event preparations, inventory, and office tasks in support of SYCC programming.

## **SYCC Guest Engagement Volunteers must be:**

- At least 18 years of age
- Passionate about Florida's wildlife, nature, and conservation
- Willing/able to regularly interact with SYCC visitors with patience and enthusiasm
- Reliable regarding arriving for shifts, communicating availability changes, etc.
- Able to successfully pass a background check
- Willing to adhere to all SYCC & FWC policies/procedures (training provided)

## **Program Expectations:**

- **SYCC is open to the public November 1-April 15 and is looking for volunteers to assist with Guest Engagement during this time.** There may be intermittent opportunities to assist with special events/outreach, summer camp preparations, etc. for those interested in maintaining volunteer status in the off season (May-October).
- Commit to a minimum of one 4-hour shift/month November-April.
- Positively represent FWC & SYCC to the public at all times.
- Engage with visitors in a positive, respectful manner and direct any concerns to the appropriate SYCC staff.
- Complete training & shadowing sessions, including training in guest service, interpretation, conservation messaging, and informal educational programs. A refresher session will be held each fall.
- Upon completion of training, demonstrate the ability to deliver positive guest service, effective delivery of informal educational interactions, and proper handling of ambassador animals (if applicable). Ongoing feedback and support will also be provided.