



Tour & Visitation Volunteer (minimum 3 months) – year round

Macaw populations have declined significantly in recent decades. The main causes are illegal poaching for the pet trade and the loss of mature forest habitat, which they rely on for food and nesting. MRN's vision is to see a future with thriving populations of parrots in healthy, connected forests within their former ranges. Our Punta Islita Wild Macaw Reserve is MRN's release site for the scarlet macaw and a key location for local tourism.

Purpose

In order to achieve its mission, Macaw Recovery Network relies entirely on donations, gifts, and grants. The daily tours at the Wild Macaw Reserve in Punta Islita are a key source of income to make this work possible. The tour and visitation volunteer will lead and manage reservations for the daily tours at the reserve for an international audience. Additionally, the volunteer will be responsible for maintaining the visitor center facilities and tourist trails. Additional projects may be assigned to enhance our visitor's experience. Depending on the site's needs, this person may also be involved in the daily care of the macaws at the breeding center.

Volunteer Duties

- Conducting the daily tour presentation and continuously developing the content and quality to stay up to date with the project's impact.
- Responding to phone and email inquiries related to visits, replying to online reviews (TripAdvisor, Google, and others), and ensuring overall visitor satisfaction.
- Managing the online booking system, including recording externally requested bookings or cancellations of existing reservations (via phone or email), updating booking payments after each tour, and generating reports when requested.
- Ensure that visitors' emails and additional donor information are collected and forwarded to the appropriate colleagues.
- Manage merchandise inventory and sales records, consistently working to improve the display at the visitor center and actively promoting them during the tours.
- Financial management of all cash income from travel fees, donations, and merchandise sales.
- Actively collaborate with MRN's Operations Director to ensure all tour visits are properly recorded.
- Foster a good relationship and communication with the local art group, enabling the collection and payment of merchandise and providing constructive feedback.
- Foster a good relationship and communication with other partners who send us clients, thereby developing a larger network of partners.
- Communicate with other MRN team members to ensure the tour runs smoothly as an integrated part of the organization.
- Manage the ongoing maintenance of the facilities and collaborate on development projects to ensure that the tour facilities, trails, and parking areas meet high standards.



- Support promotional efforts to increase tourist visits to the region.
- Develop new fundraising experiences and expand the customer reach.
- Promote trips to local hotels, resorts, and other tourist points of interest.
- Promote email lists to effectively gain subscribers and increase the number of potential donors.

Hours

The volunteer is expected to work on a flexible schedule, as visits may occur daily at 7:30 a.m. and/or 4 p.m.

Other volunteers will start at 5:30 a.m. to feed the birds, and you may provide support when necessary.

Job Duration

The minimum duration is three to six months, with the possibility of extending the stay.

Desirable personal qualities

- Reliable and responsible.
- Independent.
- Motivated and positive with a desire to contribute.
- Interested in conservation.
- Kind, patient, and optimistic.
- A good sense of humor is helpful.
- Able to live in an isolated place under basic conditions.
- Approachable, flexible, and dependable.
- Pleasant, ambitious, and motivated with a passion for social causes
- Highly communicative; able to convey passion and excitement while delivering a clear message and call to action.
- Comfortable taking on a leadership role.
- Attention to detail is crucial.

Although not essential, the ideal applicant should preferably:

- Have academic training in a field relevant to the volunteer position or be currently studying in it.
- Have demonstrable experience in communications, hospitality, or tour guiding.
- Have an eye for photography.
- Possess excellent communication skills with correct grammar, spelling, punctuation, and vocabulary in English.
- Feel comfortable leading groups and speaking in front of an audience.
- Have prior knowledge of biology and/or bird behavior.
- Be able to prepare written analysis, evaluations, summaries, recommendations, correspondence, and reports.
- Understand and effectively communicate MRN's purpose and programs.
- Be comfortable being away from family and friends for extended periods of time.



Other Benefits

- You will be provided with accommodation, internet, electricity, and a space equipped for cooking.
- You will receive an economic recognition of \$40 for each tour you complete.
- A great experience both in terms of travel and supporting a nonprofit organization.
- A deeper understanding and appreciation of different values and lifestyles.
- Improved skills in creative problem-solving and time management.
- Development of an independent work attitude and quick decision-making.
- Enhanced teamwork skills.
- Increased presentation skills in front of an audience.

Expected Costs

All initial international and domestic travel costs to reach the site are the applicant's responsibility. However, once on-site, accommodation, daily transportation, and utilities are provided. All team members purchase and prepare their own food.

It is essential to have comprehensive insurance for the entire stay, which must be arranged and paid for by the applicant.