



## VISITOR SERVICES STAFF JOB DESCRIPTION

The Visitor Services Staff person shall take the lead role in greeting visitors as well as answering the phone, while providing clerical and administrative support to staff.

**Requirements of the position:** Must be able to communicate clearly and in a friendly manner on the phone and in person. Must have excellent communication skills, prioritizes customer service, and like interacting with people of all ages. Knowledge of Microsoft Word and Excel is required. All visitor services staff members must be able to occasionally work outside in all weather conditions, lift 25 pounds, walk on uneven ground for up to two miles, and operate office equipment such as computers, telephones, copiers and printers.

**Schedule:** Thursdays, Fridays and Saturdays for 21-24 hours per week. Some evenings will be required. This position typically works 8:45am to 5:30pm.

**Reports to the Office Manager and works closely with all staff and some volunteers**

### **Responsibilities:**

- 1) Opening and closing the Visitor Center
  - Opening the front gate for the day and ensuring it is locked at the end of the day
  - Unlocking the building, turning on lights, listen to voice messages and delivering those messages
  - At the end of the day, locking the doors, turning off lights, turning on the answering machine, and securing the cash register
- 2) Gift Shop
  - Selling gift shop items, ringing items in the cash register, and managing credit card transactions
  - Unpacking, pricing, and stocking gift shop items
  - Balancing the cash register and securing it at the end of the day
- 3) Interacting with Visitors and callers
  - Greeting all visitors and collecting admission fees
  - Educating visitors and callers about what there is to do and about the Nature Center
  - Selling memberships and accepting donations
  - Answering the phones and transferring calls as needed
  - Taking and delivering messages
- 4) Clerical support
  - Updating donor records, data entry, word processing and other clerical tasks
  - Mail invoice payments
  - Create and mail out thank you letters and membership renewals
- 5) Taking facility rental reservations
  - Answering questions about events and facility reservations, and taking reservations
  - Entering reservations in the online calendar, and communicating with staff about the reservations



6) Maintaining public spaces in the Visitor Center

- Keeping gift shop stocked and clean
- Ensuring that kitchen and restrooms are stocked and clean throughout the day
- Keeping Discovery Room straightened and clean

7) Special events

- As part of a team, helping to prepare for special events, selling tickets and recording sales, answering guest questions, decorating, as well as working during events

8) Other Duties as Assigned.