



JOB DESCRIPTION

- Title:** Visitor Services Associate
- Job Type:** Employee, non-exempt
- Job Status:** Part-time, hourly, 18 - 26 hours/week (Days are negotiable),
Primarily two weekday days and one weekend day, plus occasional evenings.
Preferred availability: must have Thursday and Friday evening available.
- Reports to:** Welcome Desk Supervisor

Overall Responsibilities: The Visitor Services Associate is a customer service position, responsible for performing visitor service operations at the Nature Center's Welcome Desk. This person must be comfortable interacting with adults and children of all ages. Responsibilities include greeting, engaging and directing visitors, answering phones, handling gift-shop sales with other finance & accounting duties, managing registration for certain classes and events, plus coordinating rentals and Birthday parties. The Nature Center is looking to add an additional associate who is available primarily during the weekday with one weekend day but may be called upon to work some evenings as well. This is a great part-time position for anyone who is passionate about the mission of the Nature Center and is looking to work 18-26 hours per week.

Primary Duties:

- 1. Visitor Services Duties: (65%)**
 - Greet visitors, answer questions, and engage with children and adults about the Nature Center.
 - Share information with visitors about the Nature Center, and encourage membership and provide support and assistance as necessary.
 - Open and close building per written protocol.
 - Ensure a positive visitor experience by engaging visitors in our exhibits, trails and activities, which can include a craft.
 - Serve as greeter and first point of contact for visitors and callers, and direct appropriately.
 - Answer phones and direct calls to appropriate staff.
 - Ensure informational flyers, brochures and notices are displayed and current.
 - Ensure Welcome Desk, Exhibit Area and Duck Pond Gift Shop is kept neat and orderly.
 - Work cooperatively with staff and volunteers and assist with ongoing training.
 - Answer inquiries and process registrations for all classes, programs and events received via phone or walk-in and occasionally input into database.
 - Fill the Nature Center outdoor bird feeders when empty.
 - Stock the restrooms with paper goods and supplies when necessary.
- 2. Finance & Accounting Duties (20%)**
 - Open mail and distribute appropriately.

- Enter all monies received in mail into Daily Receipts Log.
- Handle gift-shop sales; operate cash register and credit card machine.
- Responsibility includes generating cash register and credit card reports daily.
- Process registration payments for all classes, camps, events, gift shop sales and rentals, as needed.
- Assist with inventory and management of Duck Pond Gift Shop as appropriate.

3. **Rental Duties: (10%)**

- Coordinate with rental customers, when they arrive, to ensure they have everything they need for their event, including tables, chairs, coat racks, carts & dolly's, signage and equipment and remain available to assist with any additional needs that arise.
- Direct guests for events and answer their questions about the Nature Center.
- Perform inspection of room at conclusion of event to finalize and ensure the room is left as it was found. This may include removing garbage bags.

4. **Other Duties: (5%)**

- Assist Welcome Desk Supervisor and other staff as needed.
- Other duties as assigned.
- Assist with animal care as needed, if interested.

Position Requirements:

- Enjoy engaging and interacting with adults and children.
- Possess excellent interpersonal skills and be able to work with a wide variety of personalities, as well as, deal with the public and staff with tact, courtesy and diplomacy.
- Experience in customer service or related field experiences in dealing with the public.
- Ability to take initiative and problem solve.
- Exude a positive and personable attitude with poise, flexibility and dependability.
- Possess excellent verbal and written communication skills.
- Ability to work weekends and occasional evenings with a flexible schedule, including Friday evenings.
- Ability to prioritize multiple tasks and pay attention to details.
- Possess cash handling knowledge and skills.
- Ability to work both independently and with other staff and volunteers.
- Possess computer skills, including general knowledge of Microsoft software applications.
- Ability to communicate regularly with Supervisor regarding scheduling and job details.
- Prefer ability to clear snow at front door when necessary.
- Must complete background check prior to employment.
- Commitment to Nature Center mission, principles and values.

Application Procedure: Submit resume and cover letter to Christi Carlson Christi@shakerlakes.org with subject line "Visitor Services Associate" or mail to NCSL, 2600 S. Park Blvd, Cleveland, OH 44120

Deadline: June 30, 2019

Posted: May 14, 2019

The mission of the Nature Center at Shaker Lakes is to conserve a natural area, connect people with nature, and inspire environmental stewardship.

The Nature Center at Shaker Lakes is an Equal Opportunity Employer
www.shakerlakes.org