



May 17, 2024

VISITOR SERVICES ASSOCIATE JOB ANNOUNCEMENT

I Job Overview:

Job Title:	Visitor Services Associate
Department:	Facilities Operations, Visitor Services
Classification:	Non-exempt, hourly
Job Type:	Part-time (weekends and evenings only)
Job Status:	Employee, 8 – 16 hours per week*
Reports to:	Director of Facilities Operations
Supervisory Role:	No
Travel:	No

II Job Summary:

The Visitor Services Associate is a customer service position, responsible for performing visitor service operations at the Nature Center's Welcome Desk. Interaction with adults and children of all ages is an essential function of the position. Responsibilities include greeting, engaging, directing visitors, answering phones, and handling gift-shop sales.

III Job Responsibilities & Duties:

A. Visitor Services Duties (70%):

- Serve as greeter and first point of contact for callers and visitors of all ages.
 - Initiate conversation with visitors.
 - Share information with visitors about the Nature Center and encourage membership and provide support and assistance as necessary.
 - Create and ensure a positive visitor experience by engaging visitors in our exhibits, trails, and activities, which can include a craft for our younger visitors.
 - Answer questions in person and via phone; direct callers to appropriate staff.
 - Answer inquiries about registrations for all classes, programs and events received via phone or walk-in, and occasionally input into the database.
- Open and close the building per written protocol.
- Maintain Welcome Desk, Exhibit Area, Duck Pond Gift Shop, and Restrooms to ensure all public areas are neat, organized and amply stocked with flyers, products, and paper goods.
- Work cooperatively with staff and volunteers and assist with ongoing training.



B. Rentals (20%)

- 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.

C. Finance & Accounting Duties (5%):

- Responsibility for cash handling & financial reporting.
- Handle gift-shop sales and operate digital point of sale system.
- Process registration payments for memberships, classes, camps, events, gift shop sales and rentals, as needed.
- Assist with inventory and management of Duck Pond Gift Shop as appropriate.

D. Other (5%):

- Extra hours may be required to work programs, events, and rentals *
- Assist Visitor Services Supervisor and other staff as needed.
- Light sanitation and cleaning of public spaces.
- Participate in staff meetings and activities, as available/able.

IV Required Qualifications & Skills:

- 18 years of age.
- Must have flexible schedule and be available to work on the weekends and evenings, including Sunday.
- Enjoy engaging and interacting with adults and children.
- Excellent interpersonal skills (including both verbal and written communication); ability to interact with the public, staff and volunteers with tact, courtesy, and diplomacy.
- One year of experience in customer service or related field interacting with the public.
- Strong organizational skills, ability to multitask and maintain attention to detail, adapt to a fast-paced environment, and prioritize effectively.
- Possess some cash handling knowledge and skills.
- Ability to communicate regularly with fellow team members and Supervisor regarding scheduling and general organizational operations.
- Basic computer skills are necessary.

VI Working Conditions:

- Position may require lifting up to 35 lbs., alternating sitting and standing with limited kneeling and bending.
- It may be necessary to shovel snow from the front door when necessary.
- This position does not offer remote/work from home opportunities.



VII. Compensation:

- \$14.00 per hour

VII Application Procedure:

Email: Careers@shakerlakes.org
Subject Line: Visitor Services Associate
Requirements: Résumé
Recommended: Cover Letter

Posting Date:

May 17, 2024

Application Deadline:

Until filled.

The Nature Center at Shaker Lakes (NCSL) is a 501(c)(3) non-profit founded in 1966 and located in the historic Shaker Parklands of Cleveland's eastern inner-ring suburbs. The mission of NCSL is to conserve a natural area, connect people with nature, and inspire environmental stewardship. We are an Equal Opportunity Employer that strives to provide a safe, welcoming, and inclusive working environment and is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. View our mission, vision, and diversity statement online at www.shakerlakes.org.