



## Visitor Services Associate Position Description

**FLSA Status:** Non-Exempt- Part-Time

**Reports To:** Director of Programs and Services

### **Position Summary:**

The Visitor Services Associate serves as the first point of contact, through phone and in person, to visitors, program participants, donors, and Board members. Consistently maintaining a welcoming, professional and helpful environment, this position collects admission fees, orients visitors to the trails and grounds and answers any questions regarding the Nature Center. In addition to providing excellent customer service, the position provides administrative support to general operations as needed. This position works 24 hours a week within the Monday-Saturday business hours that Blandford Nature Center is open. This position requires covering the following schedule: Monday and Friday 9:30am-2:00pm, Thursday 11:00am-7:15pm and Saturday 8:45am-5:15 pm.

### **Duties & Responsibilities:**

#### Visitor Services

- Open and close facilities in a timely and responsible manner.
- Greet visitors and telephone inquiries in a friendly and courteous manner.
- Process admission, program and membership payments using appropriate data bases.
- Orient visitors to the trails, grounds, buildings and program opportunities offered.
- Track and record daily attendance numbers and demographics.
- Process gift shop sales and ensure accurate recording.
- Maintain lobby and bathroom tidiness; restocking items as needed.

#### Program Support

- Assist with program registrations as needed.
- Conduct confirmation calls for scheduled programs.
- Assist with marketing efforts for upcoming program events as needed.

#### Additional

- Assist with special events as needed.
- Maintains positive work environment and relationships with colleagues, staff, and volunteers.

### **Qualifications:**

- High School Diploma.
- Minimum two years of customer service experience including cash handling.
- Excellent verbal and written communication skills.
- Proficient in Microsoft Office and Google suite.
- Exceptional attention to detail.
- Available and reliable to work the required schedule.
- Positive role model in attitude and behavior.
- Energetic and flexible.
- Ability to work independently.



- Ability to work effectively and efficiently with all Blandford Nature Center staff and volunteers.
- Projects a professional image internally and externally.

**Preferred Qualifications:**

- Experience working with communities from diverse backgrounds and cultures.
- Ability to speak the Spanish language.
- Experience with QuickBooks or similar point of sale system.

**Compensation:**

This is a paid, non-exempt, part-time position working 24 hours per week (schedule listed in position description). The position pays \$10 per hour. The position qualifies for paid holidays and annual leave (PTO).

**To Apply:**

Please send the following documents electronically to [Katie@blandfordnaturecenter.org](mailto:Katie@blandfordnaturecenter.org):

- Cover letter
- Resume
- Full contact information for three (3) references (We will notify you before contacting employers)

**Interviews will begin as qualified application packages are received. This position is open until filled. This position can start as early as August 1, 2017, depending upon candidate availability.**

**Blandford Nature Center's Mission:**

To engage and empower our community through enriching experiences in nature.

**Blandford Nature Center's Vision:**

A thriving, diverse community that supports a healthy, natural world.

**Blandford Nature Center's Values:**

- Inclusion: Intentionally welcoming and embracing everyone.
- Stewardship: Responsibly using and caring for all our resources.
- Integrity: Demonstrating honesty, authenticity, and transparency within our organization and community.
- Experiential: Providing direct opportunities to enjoy, explore, and learn in nature.
- Partnership: Connecting and collaborating to effectively serve our community.
- Innovation: Using creativity and curiosity to continuously improve.

*The policy of the Blandford Nature Center is to ensure that diversity, inclusiveness, and respect are integral parts of our day-to-day management and work. Blandford staff, board and volunteers commit to ensure equal access to Blandford and all of its educational opportunities by all people.*

*In essence, diversity includes all the characteristics, experiences, and cultural influences that make each of us unique individuals. All individuals are welcome at Blandford Nature Center, and all individuals, regardless of race, color, age, national origin, sex (including transgender status, gender identity, and pregnancy), religion, disability, genetic information, sexual orientation, marital status, political affiliation, status as a parent, will be treated with respect and dignity. By fostering an atmosphere of inclusion and respect, we can continue to value and appreciate the strengths afforded by differences in the styles, ideas, and organizational contributions of each person. We all share the responsibility to ensure diversity and inclusion throughout Blandford, and seek to recruit, engage, and retain a leadership composed of volunteers and staff that equitably and fairly represent our constituency.*