



Visitor Services

Reports to: Office Manager

Part-time position: Mondays, Tuesdays, and Wednesdays for 21-24 hours per week. Some evenings and weekends will be required. This position typically works 8:30am to 5:30pm.

What You Will Do

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.

Job Requirements

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 Office 365 is required. Prefer experience with Square or similar POS systems. Retail experience including buying and staging displays is preferred. 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 operation office equipment such as computers, telephones, copiers, and printers.

Specific 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 and securing the cash drawer.
- 2) Gift Shop
 - Selling gift shop items, managing credit card transactions and handling cash
 - Unpacking, pricing, and stocking gift shop items
 - Balancing the cash register daily.
- 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
 - Processing 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, as needed
 - Processing invoice payments
 - Create and mail out thank you letters and membership renewals
- 5) 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

6) 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.

7) Other Duties as Assigned.

Compensation and Benefits

- Simple IRA with 3% employer match
- Hourly Pay: \$14-\$16, depending on experience

Deadline to Apply is March 15th. To Apply:

Send a single pdf including a cover letter, resume, and three professional references to:

Brenda Boren, Office Manager

jobs@ogdennaturecenter.org

Include "Visitor Services Application" in the subject line.

Questions? Contact bboren@ogdennaturecenter.org