



**Schlitz Audubon**  
Nature Center

## **VISITOR SERVICES ASSISTANT**

### **PURPOSE OF THE POSITION**

The Visitor Services Assistant helps ensure everyone has an exceptional experience at Schlitz Audubon Nature Center. Our growing number of constituents includes members, visitors, preschool families, volunteers, rental and event clients, and staff.

### **ESSENTIAL FUNCTIONS**

*The statements below reflect the general details necessary to describe the principal functions of the position and should not be construed as a detailed description of all the work requirements related to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

- Welcome all visitors and guests at the front entrance Welcome Booth
- Admit all visitors by checking membership cards and collecting daily fees
- Offer individual guidance based on purpose of visit
- Provide highest quality of customer service by sharing information regarding the Center's land, educational programs, memberships, and any other information that will enhance the visitor's experience
- Collect data and maintain accurate visitor records
- Open and close-out cash register and prep for next day
- Assist in generating and implementing new ideas that will improve the visitor's experience
- Other duties as assigned
- Must maintain confidentiality of sensitive and confidential information

### **QUALIFICATIONS AND EXPERIENCE**

- Outstanding customer service skills
- Strong organizational skills
- A sense of humor and an entrepreneurial spirit
- Excellent communication and interpersonal skills
- Proficiency in Microsoft Office, email, and database software preferred
- Ability to work with a diverse group of people
- Must possess a friendly, confident, and helpful attitude
- Ability to recognize issues and identify solutions
- Personal commitment to the mission of Schlitz Audubon Nature Center
- Able to stand for long periods of time
- Ability to lift objects over 10 pounds

### **DETAILS**

Flexible schedule, working 18-24 hours/week (3-6 hours/shift). This position is responsible for working when the Center is open, including evenings, weekends, and rotating holidays. The

majority of work is performed in the Center's stand-alone Welcome Booth located at the Center's entrance a quarter of a mile from the main building.

**TO APPLY**

Send cover letter and resume to Sandy Manning at [smanning@schlitzaudubon.org](mailto:smanning@schlitzaudubon.org) with Visitor Services Assistant in the email subject line.