



Visitor Engagement Specialist 2021

The Visitor Engagement Specialist is hired by and reports to the Director of Operations. This position is 16-24 hrs per week, seasonal and year-round opportunities available. Staffing the front desk one weekend day per week required. This position will begin in May of 2021. Interviews will be conducted in February.

The areas of responsibility are as follows:

POSITION RESPONSIBILITIES

Visitor/Member Relations

- Interact, assist and answer visitor questions pertaining to The Ridges, the Nature Center, and exhibits
- Serve as a point of contact for hikers, including those taking guided and self-paced hikes
- Answer incoming calls and transfer or pass on messages as appropriate
- Process memberships for those interested in becoming a member
- Assist visitors with Nature Store purchases

Volunteers

- Create a positive work environment that empowers front desk volunteers to help coordinate all the needs of managing the front desk and exhibit area.
- Help establish effective communication material and systems to keep front desk volunteers informed
- Assist volunteers with POS, registrations, and phone calls
- Assist with Front Desk Volunteer Training.

Administration - Registration, Cash, and Reconciliation

- Responsible for managing daily operations of the Front Desk.
- In collaboration with the staff, responsible for all aspects of cash control for admissions, programs, including preparation of all necessary cash reconciliation reports for the business office.

Facility

- Ensure front desk is stocked with updated information and supplies
- Open and/or close the building as needed.
- Clean facility as needed; including sweeping, cleaning glass doors, dusting, and straightening
- Assist with facility use and rental coordination.

SKILLS

- Excellent communication skills
- Exceptional attention to detail
- Proven ability in working with volunteers
- Strong customer service skills
- Retail/Service Industry experience a plus.

OTHER DUTIES AS ASSIGNED

How to Apply

Please email a resume electronically to katie@ridgessanctuary.org with the subject line "Visitor Engagement Specialist Application". Resumes will be accepted until positions are filled.