



Visitor Engagement Specialist Summer 2023

About The Ridges Sanctuary

The Ridges Sanctuary mission is to protect the Sanctuary and inspire stewardship of natural areas through programs of education, outreach, and research. The Ridges was established in 1937 after Albert Fuller, then Curator of Botany at the Milwaukee Public Museum, began spending a significant amount of time surveying the landscape. Fuller spearheaded a grassroots movement to protect this incredibly diverse property and establish Wisconsin's first land trust. The Ridges now protects over 1600 acres comprising fifteen discrete plant communities, 475 inventoried vascular plants, a Boreal Forest glacial relict and twenty-six of Wisconsin's forty-nine native orchids. The Ridges has also established popular early childhood education programs, a nationally recognized Orchid Restoration Project, and welcomes over 35,000 visitors to our Nature Center each year.

Position Summary

This position is a vital part of the daily operations of the Ridges Sanctuary. The Visitor Engagement Specialist is the first point of contact for visitors and members to the Cook-Albert Fuller Nature Center. Each day, this position answers questions, shares the rich cultural history and natural history of The Ridges with visitors, and facilitates a meaningful volunteer experience for our reception desk volunteers. This position is hired by the Executive Director and reports to the Nature Store Manager. This position is 16-24 hours per week and can be year-round or seasonal. Staffing the front desk one weekend day per week may be required.

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 position is filled.