



Job title	Visitor Services Associate
Nature Center Hours	November 1 – March 31: Monday - Saturday 10:00 a.m. - 4:00 p.m.; Sunday 12:00 - 4:00 p.m. April 1 – October 31: Monday - Saturday 10:00 a.m. - 5:00 p.m.; Sunday 12:00 - 5:00 p.m.
Schedule	Variable: Friday afternoons, Saturday & Sunday daytime, occasional opportunity for additional hours. (Up to four hires for this position)
Reports to	Director of Development and Marketing

Job Purpose

The Visitor Services Associate is responsible for the weekend staffing of the Nature Center at Asbury Woods, always ensuring an outstanding visitor experience.

Duties and responsibilities

Open the Nature Center building and gift shop on time, ensuring the building space is tidy and presentable at all times. Close the Nature Center according to security procedures.

Enthusiastically greet and proactively engage visitors to Asbury Woods. Remain up to date and informed on Asbury Woods information, history, grounds, trails, upcoming programs, and events to ensure visitor questions and needs are met to ensure a rewarding, enriching, and meaningful experience while at Asbury Woods.

Answer the main phone line, assisting callers with information, or directing to the appropriate staff member.

Register visitors for upcoming programs or events, including payment and documentation.

Gift shop responsibilities include prompt, efficient, and courteous service of guests in the gift shop, collecting monies, stocking shelves, and ensuring food items are securely put away at the end of each day. Acquiring knowledge concerning beekeeping supplies to be proficient in taking and ringing up beekeeping orders.

Miscellaneous customer service assistance for room and grounds rentals scheduled on weekends.

Support with light administrative tasks or projects as time permits without interfering with the visitor experience, such as preparing mailings.

Light animal care duties to ensure the exhibit animals have the necessary food and water.

Occasionally assist at organizational events and festivals.

Assist with weekend ski and snowshoe equipment rental sales.

Other duties as assigned by the Constituent Relations Coordinator, Director of Marketing & Development, or the Executive Director.

Qualifications

Basic retail and computer skills.

Exceptional customer service skills and a positive attitude.

Patient and flexible to be able to work one-on-one with visitors.

Self-motivation and be able to work effectively with no supervision.

Strong desire to work with people of all ages, backgrounds, interests, and abilities in a respectful way to ensure positive and mutually beneficial experiences when interacting with Asbury Woods.

Working conditions

This position has several special working conditions, including regular weekend work, working outdoors in varied weather as needed to assist with scheduled programs or events, and working professionally with all members of the public, which includes people with disabilities. Security and background investigations are required within 60 days of employment.

Position Specifications

AMERICANS WITH DISABILITIES ACT STATEMENT:

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job functions of the Visitor Services Associate position (listed within Position Specifications) either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis.

Physical demands

1. Frequent and repetitive use of a computer
2. Sitting for extended periods of time.
3. Standing for extended periods of time.
4. Heavy lifting from 15-50 pounds
5. Some carrying up to 50 pounds
6. Manual dexterity to use hand tools and office equipment.
7. Ability to kneel and bend over

Temperament

1. Ability to work as a member of a team
2. Must be courteous to public and co-workers
3. Must be cooperative, congenial, service oriented, and promote these qualities at Asbury Woods
4. Must be able to respond to directions and accept constructive feedback
5. Ability to work in an environment with frequent interruptions
6. Must be flexible and able to work in a fast-paced, dynamic environment.

Cognitive Ability

1. Ability to follow verbal and written directions
2. Ability to read and respond to written correspondence
3. Ability to listen to others on the telephone and in person
4. Ability to complete assigned tasks with minimal supervision
5. Ability to read, write, and do complex computations
6. Ability to use correct grammar, sentence structure, and spelling
7. Ability to compose clear, concise sentences and paragraphs
8. Ability to work independently and make work-related decisions
9. Ability to exercise good judgment in prioritizing tasks and problem solving
10. Ability to communicate effectively to the public

Sensory ability

1. Visual acuity to read correspondence and computer screen
2. Auditory acuity to be able to use a telephone
3. Ability to speak clearly and distinctly

Review Date: 10/14/21

Approved by: Jennifer Farrar