

# FONTENELLE FOREST

## Position Description Visitor Services Assistant 2

**Position Type:** Full-time, Exempt

**Salary:** Starts at **\$10.50**/hour DOE

**Benefits:** Health, life & long-term disability insurance, paid time off (vacation, sick, holidays), membership privileges, and 403(b)

Fontenelle Forest is seeking an enthusiastic individual who will provide an intentionally welcoming experience and excellent customer service to all visitors. As a member of the Fontenelle Forest team, every employee helps us achieve our vision to be a national leader in environmental stewardship and education and the region's premier nature center. This position reports to the Manager of Visitor Services.

### Primary Duties:

- Greet visitors, volunteers, and the general public in a cheerful, receptive manner
- Open and/or close the building; set up visitor services area for visitation of public
- Process admission, membership, gift shop and program sales through point-of-sale computer system; electronically process credit card sales
- Received and respond to telephone calls, providing accurate information about hours, pricing, memberships, programs, and activities.
- Open and/or close cash register including balancing cash drawers
- Prepare bank deposits twice a week or as needed
- Reconcile and prepare register bags and safe for daily operations

### Other Duties:

- Keep the Visitor Services area and gift shop areas tidy and perform light cleaning
- Assist with set up/tear down for onsite programs and events
- Attend and assist with special programs and events, including some evenings and weekends
- Entering and tagging merchandise for the gift shop
- Changing displays and restocking merchandise in the gift shop
- Assisting with the end of the year merchandise inventory
- Perform other tasks and responsibilities as assigned

### Qualifications:

- Polite, effective and friendly interpersonal communication skills
- High competency with computer processes and data entry
- Ability to do swift and innovative problem-solving
- Good cash handling skills
- Dependable and on time
- Able to multi-task
- Willingness and ability to work flexible hours which may include weekends, holidays and occasional evenings.
- Ability to successfully pass background check

### Education & Experience:

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- Two years of experience in retail environment, customer service or related field

## **Physical Demands:**

- Long periods of standing
- Some moderately heavy physical labor, such as occasionally setting up and striking tables/chairs, lifting and carrying merchandise (up to 40 pounds)
- Hear and verbally communicate with customers, telephone callers, staff and other visitors
- See and read fine print on paper and computer screen

*Fontenelle Forest is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, marital status, sexual orientation, gender identity, political ideology or status as a Vietnam-era or special disabled veteran in the administration of any of its employment related policies and practices.*

*Fontenelle Forest participates in E-Verify / Fontenelle Forest Participate en E-Verify*

**To apply please send a resume and cover letter to [info@fontenelleforest.org](mailto:info@fontenelleforest.org)**