



Position Description Visitor Services Assistant 2

Position Type: Full-time, Exempt

Salary: \$12.50/hour

Benefits: Health, vision, dental, life & long-term disability insurance, paid time off (vacation, sick, holidays), membership privileges, 403(b) retirement plan, and casual work environment

Organization:

Founded in 1913, Fontenelle Forest is one of Nebraska's oldest conservation organizations and one of the largest private nature centers in the United States with over 2,100 acres of deciduous forest, prairies, and wetlands along the Missouri River. The mission of Fontenelle Forest is to provide a place where people can experience and enjoy the quiet wild of nature. We want to inspire current and future generations to care for the natural world.

Job Description:

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, the Visitor Services Assistant helps us achieve our vision to be a national leader in environmental stewardship and education and the region's premier nature center. This is a full-time position generally scheduled 9:00am-5:30pm Sunday thru Thursday. This position supports and reports to the Manager of Visitor Services.

Primary Duties:

- Greet visitors, volunteers, and the general public in a cheerful, receptive manner (15%)
- Process admission, membership, gift shop and program sales through point-of-sale computer system; electronically process credit card sales (15%)
- Receive and respond to telephone calls, providing accurate information about hours, pricing, memberships, programs, and activities (10%)
- Open and/or close cash register including balancing cash drawers (10%)
- Reconcile and prepare register bags and safe for daily operations (10%)
- Prepare bank deposits twice a week or as needed (10%)
- Open and/or close the building; set up visitor services area for visitation of public (5%)
- Keep the visitor services area and gift shop areas tidy and perform light cleaning (5%)
- Set up displays, keep gift shop stocked and be knowledgeable on merchandise sold in the gift shop (5%)
- Open and distribute mail (5%)

Other Duties (10%):

- Show rental spaces and provide support for small group rentals including birthday parties
- Assist with set up/tear down for onsite programs and events
- Attend and assist with special programs and events, including some evenings and weekends
- Perform other tasks and responsibilities as assigned. This description reflects management's assignment of essential functions. It does not proscribe or restrict the tasks that may be 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
- Excellent cash handling skills
- Dependable and on time
- Able to multi-task
- Willingness and ability to work flexible hours which includes weekends, holidays and occasional evenings
- Ability to successfully pass background check
- Valid driver's license

Education & Experience:

- High school diploma or GED, required
- Two years of experience in retail environment, customer service or related field

Physical Demands:

- Regularly works at a desk and must be able to remain in a stationary position 50% of the time.
- The person in this position must be able to hear and verbally communicate with guests, staff, volunteers and other visitors both in person and over the phone
- Constantly operates a computer and occasionally other office productivity machinery, such as a card printer, copier and postage machine
- Must be able to see and read fine print on paper and computer screen
- Regularly accesses office machinery that requires the ability to traverse administrative spaces.
- Duties include some moderately heavy physical labor, such as occasionally setting up and striking chairs and tables weighing up to 40 lbs. and lifting/carrying merchandise weighing up to 30 pounds to a height of 3 to 4 feet

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: Send a cover letter, resume and three (3) references to info@fontenelleforest.org. Please reference "Visitor Services Assistant" in the subject line.