

FONTENELLE FOREST

Visitor Services Assistant 2

Position Type: Full-time, Hourly, Non-Exempt

Salary: Starts at \$12.50/hour

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

JOB PURPOSE

The Visitor Services Assistant 2 is responsible for providing a welcoming experience and excellent customer service for all Forest guests, including rental contacts. This position is generally scheduled 9:00 am – 5:30 pm Sunday through Thursday, with some weekend and evening hours. This position reports to the Manager of Visitor Services.

JOB DUTIES

- Greeting visitors in a cheerful and respectful manner (15%)
- Processing admission, membership, gift shop, and program sales, and electronically process credit card sales (15%)
- Respond to space rental inquiries, shows rental spaces, prepare rental contracts, follows up with rental requests with both guests and catering vendor, if applicable, and provide support for small group rentals including birthday parties (15%)
- Responding to phone calls and emails regarding hours, pricing, programs, and activities (10%)
- Opening and/or closing cash register, including balancing cash drawers (10%)
- Reconciling and preparing register bags and safe for daily operations, including preparing bank deposits twice a week or as needed (10%)
- 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%)
- Opening and/or closing the building and setting up visitor services area for the public (5%)
- Open and distribute mail (5%)
- Assist with set up and tear down for onsite programs and events, attend and assist with special programs and events, and perform other tasks and responsibilities as assigned (5%)

MINIMUM QUALIFICATIONS

- High school diploma or GED, required
- Two years of experience in retail environment, customer service, or related field
- 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
- Certified in Adult/Infant CPR & First Aid

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PHYSICAL DEMANDS

- Regularly works at a desk and must be able to remain in a stationary position at least 50% of the time.
- 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

To Apply: Send resume or description of work history / related experience and three professional references to info@fontenelleforest.org. Please reference "Visitor Services Assistant 2" in the subject line.

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