



Visitor Services Assistant

Position Type: Part-Time, Non-exempt, Hourly

Salary: \$15.00/hour

Benefits: Membership privileges, employee assistance program, professional development, 403(b) retirement plan, and casual work environment

Are you an enthusiastic person who loves working with others? Does working near 1600 acres of forest, wetlands and prairies sound like your ideal work environment? Join the Fontenelle Forest team as a part-time Visitor Services Associate! Let your outgoing energy be unleashed while engaging with others and share your passion for nature and conservation with our visitors.

JOB SUMMARY

As an integral member of the Guest Services team, the Visitor Services Assistant serves as the “face of the Forest”, ensuring that all guests have a welcoming and engaging experience at Fontenelle Forest. The ideal candidate for this position is friendly and outgoing, has a positive attitude, is self-motivated and responsible, and eager to learn more about Fontenelle Forest and its mission. This position works a flexible schedule up to 20 hours per week, including weekends, evenings and holidays, and reports to the Manager of Visitor Services.

This description reflects management’s assignment of essential functions and does not or restrict the tasks that may be assigned.

ORGANIZATION

Founded in 1913, Fontenelle Forest is one of Nebraska’s oldest conservation organizations and one of the largest private nature centers in the nation. Fontenelle Forest owns and manages Fontenelle Forest in Bellevue and Neale Woods in Omaha. The properties encompass over 2,100 acres of forest, prairie and wetlands along the Missouri River in the geographically significant Loess Hills. Fontenelle Forest aspires to be a national leader in environmental stewardship and education and the region’s premier nature center. Fontenelle Forest embraces the values of Integrity, Stewardship, Excellence, Engagement, and Sustainability.

Fontenelle Forest values its employees and is committed to maintaining a positive working environment; a culture and a value proposition that attracts and retains top, diverse talent. Beyond a personal commitment to diversity, equity and inclusion, we are looking for candidates with a strong commitment to integrating equity and inclusion best practices into programs and services. People who have lived experience in historically marginalized and excluded communities are especially encouraged to apply.

POSITION RESPONSIBILITIES

- Greet and engage with guests in a cheerful and respectful manner; accurately process daily sales including admissions, memberships, and gift shop merchandise through point-of-sale computer system; effectively share information regarding available daily experiences including exhibits and suggested trails
- Receive and respond to phone calls and emails providing accurate information about hours, pricing, memberships, programs, and activities; direct inquiries to appropriate departments and staff as needed
- Open and/or close the building; set up visitor services area for visitation of public
- During opening, prepare front desk and cash drawers for daily operations; at the end of the day, close and balance cash drawers, and reconcile
- Perform light cleaning as needed and/or submit service requests to ensure the nature center public areas and gift shop are safe and tidy

FONTENELLE FOREST

- Assist with stocking and tagging merchandise
- Perform other tasks and responsibilities as assigned

Qualifications:

- High school diploma or GED required
- Two years of experience in retail environment, customer service, or related field preferred
- Must commit to regularly working Sundays, and to a flexible schedule which includes weekends, holidays, and occasional evenings
- Ability to successfully pass background check

Physical Demands:

- Regularly works at a desk and must be able to remain in a stationary position up to 75% 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
- Occasionally 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 introductory email or cover letter, resume or description of work history and related experience, and three professional references to info@fontenelleforest.org. Please reference "Visitor Services Assistant" in the subject line.

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 in E-Verify