



JOB TITLE: Visitor Services Assistant
REPORTS TO: Visitor Services Coordinator

FLSA STATUS: Non-exempt
DATE REVISED: June 2011

Position Summary

This part time position offers the opportunity to get to know the “nuts and bolts” of running a dynamic, fast-growing nonprofit organization. A significant role of this position is to ensure a positive experience for visitors by overseeing the reception area, equipment lending, membership recruitment and visitor’s experience initiatives in Washington Park.

Duties and Responsibilities

Reception

- Welcome visitors. Engage them to meet their needs, interests or curiosity about the Center and advance the Center's Mission. Promote program participation, membership, volunteerism, and community involvement
- Train volunteer receptionists, manage the front desk schedule and fill in at the front desk when volunteers or other staff are not available
- Coordinate room use for community meetings during open hours at the Center
- Schedule, set up and greet program and volunteer groups as they arrive at the Center for evening programs
- Answer the phone in a friendly, professional manner and direct calls to the appropriate person
- Enforce visitor and building policies for children and adults
- Keep the reception and open areas looking neat, clean and professional

Equipment Lending

- Manage Equipment Lending at Washington Park, a unique membership benefit where members can borrow outdoor adventure equipment including canoes, kayaks, snowshoes, ice skates, etc. for free. Ensure policies and procedures are followed to maximize member satisfaction and safety.
- Work with the Visitor Services Coordinator to recommend and implement changes to the equipment lending policies and procedures at Washington Park with a mind for future growth in concert with equipment lending at the Riverside Park branch

Visitor’s Experience

- Coordinate visitor’s experience projects in Washington Park in cooperation with the Visitor’s Experience Committee
- Work with Center staff and volunteers to complete exhibits, signage and other visitor’s experience related projects

Office Support

- Order and maintain office supplies
- Communicate IT and maintenance needs at Washington Park with appropriate departments at Riverside Park

- Ensure that the building is appropriately staffed during evening public hours: Tuesday-Friday 4-7 PM
- Assist around the office with various tasks as part of the Washington Park team

Knowledge, Skills and Abilities:

Education/Training: High school degree or GED certificate; bachelor's degree in a related field preferred.

Experience: Minimum of two years experience in customer service

Skills and Abilities:

- ◆ Desire and ability to work with a diverse group of people
- ◆ Ability to work independently and in a team environment
- ◆ Computer skills (MS Office experience required, prior database experience a plus)
- ◆ Good written and oral communication skills
- ◆ Ability to work a flexible schedule (weekday evenings will be required)
- ◆ Experience working with volunteers and/or as a volunteer a plus

Working Conditions

Job Conditions/Work Location: Majority of time spent indoors at a desk, open office with active team atmosphere

Physical Requirements: Lifting and carrying canoes, bikes and other outdoor adventure equipment as necessary

Equipment Used: Computer, copy machine, fax machine, printer, outdoor adventure equipment

Supervisory Responsibilities: Responsible for managing volunteers