



Visitor Services
Job Description

Position Summary:

Visitor Services is responsible for the public interface with Earthplace with primary responsibility for managing the reception desk and helping the interface with Preschool parents, members, visitors, community groups and community volunteers. A successful candidate needs to be service oriented and capable of problem solving and answering questions in a busy and public work space. This position serves as the "face" to the Earthplace community and requires a positive and outgoing personality and a love and appreciation for early childhood education and nature. The position currently reports to the Executive Director.

Responsibilities:

- The majority of the hours spent for this position are at the front desk handling program registrations and walk-in traffic. The front desk is open during weekdays between 8:00 am and 6:00 pm; on Saturdays 9:00 am to 5:00 pm; and Sundays 1:00-4:00 pm
- The visitor service team consists of 1 full time staff, 2 part time staff and some substitutes.
- Together with other front desk staff:
 - Daily opening and closing of the public lobby space, Nature Place, Birds of Prey and Store including doors, lights, displays and general upkeep of the indoor public areas
 - Manage daily all general inquiries via phone, web, voice mail or mail and redirect
 - Assist callers with on-line program registrations
 - Assist in check-in and check-out for early drop-off and After School pick-up including alerting school staff when parents are here
 - Maintain petty cash box, code and process all payments to Earthplace through the front desk register
 - Manage birthday bookings, program transactions, room rentals including payments, scheduling and signage
 - Responsible for overall event calendars for the Center including room usage and set-up/ breakdown details for maintenance
- Together with the Marketing Communications Manager & program staff:
 - Create program events in the calendar with schedule release dates
 - Collect photos, captions and topics for posting on Facebook and website
- Act as official greeter and sign in for volunteers, guests and vendors
- Coordinate volunteers track paperwork and hours
- Maintain store and Coffee bar including inventory, replenishment of food and coffee, & tea, restock shelves as needed, reorder supplies and conduct all sales transactions

Qualifications:

- Excellent interpersonal skills, attention to detail, organizational skills and the ability to plan, prioritize and coordinate multiple projects
 - Excellent verbal communication skills are a must
 - Comfort and knowledge of social media and web based communication plus working knowledge of Word and Excel
 - The ability to work independently
 - The ability to work with diplomacy, patience and tact are key personal attributes.
- TO APPLY: Please send resume and cover letter to hr@earthplace.org Please no phone calls.