

Part-time Visitor Services

The Visitor Services role at Earthplace, a non-profit nature center in Westport, CT, facilitates a positive impression and visitor experience by creating a warm, welcoming, and family-friendly introduction to the center.

Responsibilities include:

- Arrive prior to the building opening: Unlock, open, and prep center for daily visitors
- Welcome visitors, check in members, and maintain accurate attendance information
- Process payments: Admissions, memberships, donations, etc.
- Direct visitors to exhibits, trails, animals, and playground and provide information about programs and activities
- Manage store purchases including our self-serve coffee station
- Provide courteous and friendly service: Answer phones and direct calls to appropriate party, including voicemail, paging the building, and hand-written notes as needed
- Directs families arriving for pre-booked birthday parties: Create welcome signs, greet families and show them the party space, review instructions, and introduce them to the Animal Hall staff
- Contribute to team effort by handling related duties as asked.

Skills and qualifications:

Professional and courteous in person, on the phone, and via email; comfortable working with the public; customer service experience; attention to detail; skilled in Microsoft Office; basic experience with databases; comfortable answering multi-line phone; friendly verbal communication style; able to multi-task quickly and accurately; commitment to and ability to project enthusiasm for the Earthplace mission.

Bonus skills: Experience answering questions about nature, wildlife, and the environment; comfortable around animals.

- Compensation based on prior experience and discussed at time of interview
- Hours (not negotiable): Sunday from 8:00am to 4:15 pm;
Friday from 7:45am to 1:00 pm
- Option for additional hours in the future

Please send cover letter and resume to hr@earthplace.org. No calls please.