



**JOB TITLE:** Visitor Services Assistant- Menomonee Valley

**FLSA STATUS:** Non-exempt

**REPORTS TO:** Menomonee Valley Branch Manager and Visitor Services Manager

**DATE REVISED:** June 2014

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### **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 the Menomonee Valley. This is a part-time position to ensure the building’s visitor services function is covered during public hours. We are open to the public Tuesday-Friday from 12:00 Noon to 7:00 PM and Saturday from 9:00 AM to 5:00 PM.

### **Duties and Responsibilities**

Working with another part time Visitor Services Specialist in the Menomonee Valley, this position’s responsibilities will include a combination of the following:

#### **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 to visitors of the Center. Connect visitors to other staff members when appropriate.
- Train and oversee volunteer receptionists, assist them with reception duties, 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
- Greet renters, program participants and volunteer groups as they arrive at the Center and help direct them to the appropriate location/staff member
- Work closely with the facility rental coordinator as the rental attendant for rentals during public hours
- 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 area looking neat, clean and professional
- Handle cash, checks and credit cards for program payments and memberships.

#### **Equipment Lending**

- Manage Equipment Lending at the Menomonee Valley site, 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 Manager to recommend and implement changes to the equipment lending policies and procedures at the Menomonee Valley with a mind for future growth in concert with equipment lending at the other branches
- Facilitate the organization of all equipment used by the equipment lending program, and coordinate volunteer efforts to keep the equipment maintained. This includes lendable watercraft, camping equipment, lawn sports, cross country skis, snowshoes, gardening equipment, and other lending equipment added in the future. It does not include any equipment used solely for programming.
- Serve as the staff liaison to the Department of Natural Resource's Tackle Loaner program for the Menomonee Valley, which includes managing the lending of fishing equipment to members and non-members and coordinating the maintenance of all fishing equipment belonging to the Urban Ecology Center and used by visitors, school programs, Young Scientists, summer camps and other programs

#### Visitor's Experience

- Assist with visitor experience projects related to signage and exhibits in the Menomonee Valley in cooperation with the Visitor Services Manager and the Visitor's Experience Committee

#### Office Support

- Order and maintain office supplies
- Safeguard money; ensure revenue and petty cash is safely and accurately transported to Riverside Park
- Ensure that the building is appropriately staffed during public hours
- Assist around the office with various tasks as part of the Menomonee Valley team

#### Community Gardens

- Manage registration and payments for Community Gardens in the Menomonee Valley, as well as regular communications with Community Gardeners.

### **Knowledge, Skills and Abilities:**

*Education/Training:* High school degree or GED certificate; bachelor's degree in communications, non-profit management, environmental science or a related field preferred.

*Experience:* Minimum of two years' experience in customer service

#### *Skills and Abilities:*

- ◆ For the position in the Menomonee Valley, fluency in Spanish is required
- ◆ 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 supervising volunteers

The Urban Ecology Center serves a socially and culturally diverse audience. We strive to build a team of employees with similar richness in culture and experience.