

HOWELL NATURE CENTER

~ Job Description ~

Position Title: **Guest Experience Assistant**
Department: **Wildlife**
Reports to: **Guest Experience Coordinator**
Status: **Part-Time Hourly**

General Functions: To support community impact goals of the Howell Nature Center in coordination with the Guest Experience Coordinator. The Guest Experience Assistant provides Welcome Center & gift shop coverage on Mondays, Tuesdays, and some weekends. The Guest Experience Assistant is responsible for the opening & closing of the Welcome Center & gift shop, as well as greeting all visitors to the park.

Essential Duties and Responsibilities:

- **Welcome Center Coverage-**
 - Helps maintain a clean and welcoming atmosphere in the Welcome Center
 - Provide general information about the Nature Center, it's programs, site-offerings, and special events
 - Assist with registration and ticket sales for special events & programming
 - Handle cash and credit card transactions in the Welcome Center for daily admission, donations, membership, programs, special events, or retail items
 - Assist on membership on-boarding, renewals and cancellations
 - Greets visitors and answers any wayfinding questions they may have
 - Responsible for the closing of the Nature Scape
 - Provides receptionist phone coverage for the Nature Center phone tree; transfers calls to the proper avenues, and direct voicemails to the proper staff member
 - Assists on inventory management, logging, and restocking of gift shop items
- **Administrative Organization-**
 - Perform administrative duties for Guest Experience Coordinator as needed

Job Specifications and Physical Requirements:

The requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Minimum Age:**
 - Must be 18 years of age
- **Education/Certifications:**
 - High School Diploma or equivalent
- **Language Skills:**
 - Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

- **Technical/Mathematical Skills:**
 - Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and volume.
- **Physical Requirements:**
 - The physical demands described here are representative of those that must be met by an employee to perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
 - While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
- **Working Conditions:**
 - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts, and outside weather conditions. The noise level in the work environment is usually moderate.

EFFECT ON END RESULT:

Employee Name: _____

I have reviewed the above job description, and I hereby attest that I can meet all physical and non-physical requirements listed above.

Employee Signature: _____ **Date:** _____