



JOB DESCRIPTION

Position Title:	Visitor Services Associate	Weekly Hours:	20-40
Supervisor:	Visitor Services Manager	Hourly Rate:	\$13.00
Employment Classification:	Non-exempt, hourly, seasonal	Job Grade Level:	Level 5

PURPOSE

The Visitor Services Associate (VSA) is an essential Squam Lakes Natural Science Center (SLNSC) staff member. They are responsible for supporting the daily operations of our Guest Admissions Windows and providing retail support in the Howling Coyote Gift Shop. Visitor Services staff support the SLNSC's mission and convey that mission to guests visiting the Science Center. This position also contributes to positive guest experiences and performs other duties as required. The Visitor Services Associate role is seasonal, from late April through November. This role requires individuals to work at least three 6 to 8-hour weekly shifts. A weekend shift may be required. The position is in Holderness, New Hampshire, and is an onsite, in-person position.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Provide exceptional customer service to all members of our community who come to the admissions counter
- Always greet each guest with a smile, with patience, compassion, and understanding
- Provide accurate information to visitors about the Science Center, our wild animal exhibits, walking trails, lake cruises, educational programs, and our mission
- Operate the TAM point-of-sale cash register system accurately and efficiently
- Assist visitors, by telephone or in-person; making reservations for lake cruises, natural adventures, and other programs
- Access the TAM point-of-sale system to confirm the membership status of visitors
- Be knowledgeable about the Science Center, our programs, events, membership, etc.
- Perform inventory management by pricing, displaying, and stocking merchandise
- Work under the direction of the Visitor Services Manager to provide each guest with an experience that exceeds expectations

KNOWLEDGE, SKILLS, ABILITIES

- Be self-directed and know when to straighten and clean merchandise displays
- Work as a team player with a positive, productive, and patient attitude
- Experience working in a retail environment, with an understanding of visual presentation
- Ability to prioritize, meet deadlines, and exercise good judgment and diplomacy
- Excellent interpersonal skills, a welcoming, approachable personal style, a sincere interest in people, a willingness to listen, a belief in the value of teamwork, and a sense of humor
- Ability to solve problems and work independently
- Excellent verbal and written communication skills

EDUCATION and QUALIFICATIONS

To perform this job successfully, an individual must have the following education and experience.

- High school diploma or equivalent
- Retail store experience is preferred
- Customer Service experience is required
- Must be able to pass a pre-employment background check successfully

PHYSICAL DEMANDS

The physical demands described here represent those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

- Must be able to stand for extended periods
- Must be able to lift at least 25 pounds without assistance
- Must be able to communicate verbally with staff, visitors, community members, and board members
- Must be able to communicate with telephone inquiries effectively
- Must be able to use office equipment, point of sale system, computers, telephone, machines
- Must be able to tolerate working in various environmental conditions and climates
- Must be able to remain patient in perceived crisis or actual crisis

APPLICANT PROCESS

To be considered for this role, applicants must submit a current resume and a cover letter of interest. Applicants may apply via email to Bonnie.Baker@nhnature.org.

The above position description is not intended to be all-inclusive. This role may be required to perform other reasonably related duties assigned by the supervising manager or director. Squam Lakes Natural Science Center reserves the right to update, revise, or change the position description whenever business needs deem necessary.

Squam Lakes Natural Science Center is a Non-Profit and equal employment opportunity employer. We will consider all qualified applicants regardless of race, color, religion, sex, sexual orientation, age, gender identity, national origin, protected veteran status, disability, or any other protected classification under federal and state law. SLNSC is an "at will" and equal opportunity employer. Our policy is to require a completed employment application and to conduct background checks on new employees. We provide a non-smoking, drug-free, harassment-free workplace environment.