

## Squam Lakes Natural Science Center – Visitor Services Associate

**Employment Title:** Visitor Services Associate

**Employment Classification:** Non-exempt

**Employment Type:** Part-time, seasonal

**Schedule Details:** 20-30 hours per week, April/May through November

**Immediate Supervisor:** Finance & Operations Director

**Hourly Rate:** \$12.00 - \$13.00 per hour

**Purpose:** The Visitor Services Associate (VSA) is an important member of the Squam Lakes Natural Science Center (SLNSC) operations staff. This position will be within the Finance and Operations division. A weekend shift will be required. The position is located in Holderness, New Hampshire, it is an onsite role.

The Visitor Services Associate is responsible for participating in the daily operations of Admissions and in the Howling Coyote Gift Shop, as well as providing the public with information about the Science Center. Work as a team player with a positive and productive attitude. This position also contributes to positive guest experiences and performs other duties as required.

**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.

- Working under the direction of the Visitor Services Manager to exceed guests' expectations.
- Operate the visitor services entrance, greet and admit all guests to SLNSC.
- Able to provide accurate information to visitors about the Science Center, our exhibit trails, lake cruises, education programs, trail memberships, and the mission of SLNSC.
- Operate the point-of-sale system; TAM Retail on the register terminals accurately and efficiently
- Assist visitors, by telephone or in person, with making reservations for lake cruises, natural adventures, and other programs.
- Become proficient at accessing TAM Retail to confirm membership status of visitors.
- Be knowledgeable about the Howling Coyote inventory and able to share that information.
- Assist in the management of Howling Coyote merchandise by pricing, displaying, and stocking.
- Able to keep inventory organized, fully stocked, straightened up, and tidy.
- Answering and directing telephone calls, as needed.
- Be comfortable with standing for long periods.
- Have the ability to lift and carry up to 50 lbs.

### Education and Qualifications:

- Must be at least 18 years of age.
- Must be able to successfully pass a background check.
- High school diploma or equivalency is required.
- Documented professional retail and management experience.

**Knowledge, Skills, and Abilities:** The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Experience working with TAM or similar point-of-sale systems.
- Excellent verbal and written communication skills.
- Excellent customer service skills, with the ability to remain calm in stressful interactions.
- Proficiency in Microsoft Office 365 and the ability to manage specialized databases as required.
- Ability to prioritize, meet deadlines, and exercise good judgment and diplomacy.
- Excellent interpersonal skills including 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, quick thinking for problem resolution.

**Physical Demands:** The physical demands 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 essential functions.

- Must be able to stand for extended periods, and walk on uneven terrain.
- Must be able to lift 50 pounds without assistance.
- Must be able to verbally communicate with staff, individuals on the phone, and visitors.
- Must be able to tolerate working in a variety of environmental conditions and climates.
- Must be able to use office equipment; computers, telephones, and printers.
- Must be able to remain patient in perceived times of crisis or actual crisis.

**To Apply:** To be considered for this role, applicants must provide a current resume with a cover letter of interest via email. Applicants must also complete a Squam Lakes Natural Science Center employment application, which will be provided upon receipt of the resume and cover letter. Applicants may apply to HR/Finance Manager, Bonnie Baker at [bonnie.baker@nhnature.org](mailto: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 as assigned by the supervising manager or director. Squam Lakes Natural Science Center reserves the right to update, revise, or change the position description at any time as business needs deem necessary.*

