

Squam Lakes Natural Science Center – Visitor Services Manager

Employment Title: Visitor Services Manager

Employment Classification: Non-exempt

Employment Type: Part-time, year-round,

Schedule Details: 25 hours off-season (November to March), 40 hours in-season, (March to November)

Immediate Supervisor: Finance & Operations Director

Hourly Rate: \$20.00 per hour

Purpose: The Visitor Services Manager is an important member of the Squam Lakes Natural Science Center (SLNSC) operations staff. The Visitor Services Manager role is a year-round position, working approximately 40 hours from March to November, with a reduced schedule from November to March. 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. Some remote work may be permitted during the off-season.

The Visitor Services Manager is responsible for the daily operations of Guest Admissions and the Howling Coyote Gift Shop. Broad responsibilities include customer service, staff management, inventory control, and ensuring that the mission of the SLNSC is supported by Visitor Services Associate staff members. 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.

- Hire, train, supervise, and evaluate Visitor Services Associates.
- Develop, communicate, and adjust Visitor Services Associates' work schedules to provide optimum coverage throughout the season.
- Work a regular shift at the Admissions window and Gift Shop as a working supervisor who leads Associates by modeling appropriate customer service behavior.
- Assist in answering phones and processing cruise reservations; direct calls to appropriate staff; provide customer service
- Become proficient with our TAM point-of-sale system; oversee its use to perform efficiently.
- Perform the research to select, source, and purchase the wholesale merchandise for the gift shop
- Oversee receipt and pricing of merchandise.
- Reconcile-orders with packing slips/purchase orders; audit invoices from vendors for accuracy.
- Approve payment in a timely fashion, to take full advantage of any discounts available.
- Oversee measures for spring opening by ensuring thorough cleaning of the gift shop and preparing the stock room for incoming inventory.
- Facilitate daily updates to Visitor Services Associates.
- Supervise the organization and visual presentation of retail merchandise.
- Manage the annual end-of-season physical inventory count.
- Record inventory data and produce reports from TAM.
- Ensure merchandise is properly stored through the off-season.
- Assist with the annual Visitor Services Associates budget.
- Produce monthly sales and financial reports.
- Stay current on upgrades to TAM and work with the Operations Manager to ensure TAM has been updated with the most recent versions.
- Participate in the annual review of fee schedules and operational policies; ensure up-to-date documentation; communicate changes to appropriate staff.
- Participate in the annual review of appropriate signage, brochures, website content, and other Visitor Services-related communications.

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.
- Associate or Bachelor's Degree, in marketing, sales, accounting, or another business degree.
- Documented professional retail and management experience is required.

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.

- Work experience in a supervisory position, preferably at a non-profit.
- 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.
- Proficient computer skills are necessary for this role as an individual must be capable of managing multiple computer programs, databases, schedules, and calendars.
- 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.
- Excellent verbal and written communication skills.

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.

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.

