



SQUAM LAKES NATURAL SCIENCE CENTER

JOB DESCRIPTION

23 Science Center Road
Holderness, NH 03245
www.nhnature.org
Tel: 603-968-7194

Position Title: Visitor Services Associate

Supervisor Title: Visitor Services Manager

Employment Classification Type: Non-Exempt, hourly, seasonal

Employment Duration: Position begins mid-to late April (no later than May 1) through mid-November

Average Hours Worked: 20-40 hours per week, depending on the number of hours worked each day

Schedule: 5, 6, 8-hour shift days per week, including Holidays and a rotating weekend shift required

Shift Schedule options: 9:30 am to 5 pm, 10:30 am to 3:30, or 4:30 pm; 11:00 am to 4 pm or 5 pm, with a 30-minute paid lunch break for 6- and 8-hour shifts; 5-hour shifts get a 15-minute break, by NH DOL law.

Compensation: \$15.00 per hour

Supplemental Benefits: An 8-person SLNSC membership, retail, program, and cruise discounts.

Position Summary

The Visitor Services Associate (VSA) is an essential member of Squam Lakes Natural Science Center (SLNSC) staff. 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 it to visitors to 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 two five to eight-hour weekly shifts. A rotating weekend shift may be required. The position is located in Holderness, New Hampshire, onsite and in-person. This is an in-person position; there is no option for remote work.

Role & Responsibilities

- Provide exceptional customer service to all members of the community who come to visit
- Always greet each guest with a smile, with patience, compassion, and understanding
- Provide accurate information to visitors about all that the Science Center has to offer
- Operate the TAM point-of-sale cash register system accurately and efficiently
- Assist visitors at the admissions window and in the gift shop, Howling Coyote
- Assist customers with reservations for lake cruises, natural adventures, and other programs
- Access the TAM point-of-sale (POS) system to confirm the membership status of visitors
- Process new memberships and renewals in the TAM point-of-sale (POS) system
- Learn all about SLNSC, educational programs, events, membership, etc., to share with visitors
- Perform inventory management by pricing, displaying, and stocking merchandise
- Provide each guest with an exceptional customer service experience
- Must be computer literate and able to manage multiple tasks simultaneously.
- Maintaining the cleanliness of the store is required; there is a daily checklist for open/close
- The ability to restock shelves and bring stock upstairs from the storage room below
- Able to count back change accurately and provide it to the customer
- Must be able to count down the cash register drawers at the end of each shift is required
- Must be able to assist with the mobility scooter reservations and deliver to the waiting area

Education

- A high school diploma or equivalency is required.



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Knowledge and Skills Requirements

- Be self-directed; know when to straighten and clean merchandise displays with attention to detail
- Work as a team player with a positive, productive, and patient attitude/demeanor
- 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
- Retail store and or hospitality experience is required
- Must be able to pass a pre-employment background check successfully
- Must have reliable transportation
- Attendance at Orientation & Training in April is required, position begins May 1

Physical Requirements

- Must be able to stand and/or sit for extended periods of time
- Must be able to lift at least 20 pounds without assistance
- Must be able to walk up and down stairs to the merchandise stock room
- 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 handle a fast-paced environment that changes frequently
- Must be comfortable working in an environment that is frequented by children
- Must be able to use office equipment, point of sale system, computers, telephone, and machines
- Must be able to tolerate working in various environmental conditions and climates
- Must be able to remain patient in a perceived crisis or an actual crisis

Application Process:

- To be considered for this role, qualified candidates must email Bonnie Baker, HR/Finance Manager, a resume and a cover letter of interest at bonnie.baker@nhnature.org.
- All applicants must submit a completed SLNSC employment application, which is found on our website: <https://nhnature.org/who/careers.php>
- Telephone inquiries are not permitted due to the high volume of applicants.

The above job description is not intended to be all-inclusive. This role may be required to perform other duties reasonably related to the position, as 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.

Updated 3/11/2026