

Squam Lakes Natural Science Center

Job Description

Employment Title: Visitor Services Associate (4 open positions)

Supervisor Title: Visitor Services Manager

Employment Classification: Non-Exempt

Employment Type: Seasonal; position begins mid-April through mid-November

Average Hours Worked: Hours worked per week will vary depending on schedule. *3-4 days preferred.*

Schedule: The gift shop is open from 9:30 a.m. to 5:00 p.m. Flexible shifts/schedules are available.

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 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 1. This role requires individuals to work at least two six 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 not a remote position and there is no option for remote.

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 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; make reservations for lake cruises, natural adventures, and other educational programs
- Access the TAM point-of-sale system to confirm the membership status of visitors, and process new memberships and renewals.
- 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.

Education

- A high school diploma or equivalency is required.

Knowledge and Skills

- 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.
- Retail store and or hospitality experience is required.
- Must be able to pass a pre-employment background check successfully
- Must have reliable transportation.

Physical Requirements

- Must be able to stand for extended periods
- Must be able to lift at least 20 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

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 cover letter and professional resume to be considered.
- Candidate submissions without a cover letter will be asked to provide a cover letter.
- A completed SLNSC employment application will be required before the first interview.
- Applicants will receive an acknowledgment email within two days of submitting their credentials.
- Candidates will be selected for interviews within five to ten business days, and the interview process consists of a series of interviews with our hiring committee.
- Telephone inquiries are not permitted due to the high volume of applicants.

Job Description disclosure:

The above job description is not 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 job description whenever business needs deem necessary. Squam Lakes Natural Science Center is a not-for-profit 501(c)(3) organization and an Equal Opportunity Employer (EEO). New Hampshire is an employment-at-will state. This means that either party may terminate the employment relationship at any time, with or without cause or notice. All applications, resumes, and materials submitted become the property of SLNSC.

Equal Opportunity Employer (EEO) statement:

All qualified applicants receive consideration for employment regardless of age, race, religion, gender, sexual preference, gender identity, national origin, protected veteran status, disability (physical or psychological), or any other protected classification under federal and state law. Our policy requires a completed employment application, reference, and background checks to be conducted on new employees before their first day of employment. Immigration verification is required.

v. 01/24/2025