



## Position Description

<b>Date Posted:</b>	August 2, 2016
<b>Position Title:</b>	Guest Services Host
<b>Immediate Supervisor:</b>	Rose Norwood, Guest Services Director
<b>Category:</b>	Part-time, Regular
<b>Schedule:</b>	Typically 15-20 hours per week
<b>Benefits Eligible?</b>	No

**Mission Statement:** The Kalamazoo Nature Center is a not-for-profit organization whose mission is to inspire people to care for the environment by providing experiences that lead them to understand their connection to the natural world.

**Philosophy:** Each member of the Kalamazoo Nature Center team is expected to actively support the KNC mission of connecting people to nature while representing the customer care standards which reflect the professionalism of our organization.

**Overview:** Provide the highest quality customer service as key team member for Development. Sell new memberships, assist with the Expedition Gift Shop, enter data, and promote the KNC mission. This is an hourly, part-time work position with weekend hours expected.

### Duties:

- Provide exceptional customer service to anyone visiting or communicating with KNC.
- Pleasantly and promptly greeting visitors.
- Know the current programs, physical attributes and general background about the Nature Center in order to answer questions, give directions and as appropriate, offer suggestions to the visitor/phone caller to ensure a positive and fulfilling experience.
- Invite all guests to become members. Inform of advantages of membership and provide application as appropriate.
- Collect admissions efficiently, promptly, with courtesy.
- Assist with program registration by understanding current programs, answering questions, gathering and recording data from our visitors.
- Assist with purchasing, inventory and sales in our gift shop.
- Maintain gift shop and front desk area in a clean, organized manner.

- Assist with scheduling, administration and support of volunteers.
- Assist with special events and facilities rentals.
- Other duties as assigned.

**Entrance Requirements:**

- High School diploma and 1-2 years related experience.
- High level of computer competency in Windows, Microsoft Office, Google, and knowledge of Raiser's Edge is helpful.
- Willing and able to maintain highest standards of ethics, performance and customer service with regard to all aspects of Kalamazoo Nature Center.
- Ability to maintain confidentiality.
- Able to communicate effectively through verbal and written skills.
- Commitment to the mission statement of KNC.
- Excellent organizational skills: ability to handle multiple projects.
- Ability to work as part of a team or independently.
- Able to be self-directed and self-starter within established job parameters.
- Willing and able to work a flexible schedule including weekends.
- Able to speak in public about KNC in various community settings.
- Enjoy working with a diverse group of people, including volunteers and staff.
- Able to lift up to 25 pounds use a ladder safely; stand for long periods.
- Able to learn to use proficiently the cash register, multi-line telephone, and other office equipment.

**To Apply:** Send a cover letter, resume and names and phone numbers of three references to:

Guest Services  
Kalamazoo Nature Center  
7000 N. Westnedge Ave.  
Kalamazoo, MI 49009-6309  
Fax: 269-381-1574  
Rnorwood@naturecenter.org

**The deadline to submit applications is: August 16, 2016**