

Title: Host for Member and Guest Services

Date: 1/29/14

Overview: Provide the highest quality customer service as key team member for Member and Guest Services. Provide membership sales, Expedition Gift Shop support, data entry and service for KNC programs. Promote the mission of KNC. This is an hourly, part-time work position with weekend hours expected.

Duties:

Guest Service: 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 buying, pricing, displaying and maintaining merchandise. Provide customer sales, service and support. Monitor inventory levels and assist with inventories. Maintain on-line 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.
- ◆ Maintain social media updates on regular basis.

Entrance Requirements:

- ◆ High School diploma and 2-3 years related experience.
- ◆ High level of computer competency in Windows, Word, Excel on-line social media required and knowledge of Raiser's Edge 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 and diplomatically through verbal and written skills.
- ◆ Commitment to the mission statement of KNC.
- ◆ Excellent organizational skills: ability to handle multiple projects.
- ◆ Must be outgoing, creative, have high energy and interested in helping people.
- ◆ 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.

How to apply: Send cover letter, resume and names/phone numbers of three references to:

Email: Rnorwood@naturecenter.org or

Mail/fax:

Development Department
Kalamazoo Nature Center
7000 N. Westnedge Ave.
Kalamazoo, MI 49009-6309
Fax 269-381-2557

The Kalamazoo Nature Center 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.

Because we value the strength diversity brings to the workplace, the Kalamazoo Nature Center is committed to the recruitment, retention, and development of a workforce that reflects the society in which we live. We encourage applications from candidates representing diverse backgrounds.

The Kalamazoo Nature Center is an equal opportunity organization that will not discriminate in its programs or hiring practices on the basis of race, color, religion, sex, age, ethnic origin, physical or mental disability, veteran status, height, weight, sexual orientation or gender identity, marital status, or political affiliation.