

## VISITOR SERVICES COORDINATOR - JOB DESCRIPTION

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The Visitor Services Coordinator assists The Friends of Shipley Nature Center at the Shipley Nature Center located at 17851 Goldenwest Street, Huntington Beach California. The position is responsible for greeting and interacting with visitors, assisting with check-in of volunteers, registration for events and/or programs, answering phone calls, managing nature store inventory and assisting with routine workplace operations. This position is part-time Monday thru Thursday (20 hours per week) with varied hours, \$17.50 per hour. [www.shipleynature.org](http://www.shipleynature.org)

### Receptionist

1. Welcome visitors, distribute trail guides, and answering questions
2. Engage with visitors about seasonal highlights and/or sightings on the nature trails
3. Inform visitors and program attendees of safety protocols while in Shipley Nature Center
4. Provide information about events or programs and collect fees or registrations
5. Specify volunteering opportunities and collect volunteer applications
6. Maintain orderly appearance of the reception desk, filing and interpretative displays
7. Answer the telephone and take messages for staff when necessary
8. Distribute mail and deliveries to appropriate staff members
9. Promote the benefits of membership to visitors
10. Assist with routine workplace operations

### Nature Store

- (a) Interact with visitors in the nature store including answering questions
- (b) Assist with purchases, cashiering and encouraging customers to return
- (c) Assist with reorder and restock store merchandise as needed
- (d) Open and close the interpretative building containing the nature store
- (e) Prepare weekly transaction reports and balance the cash drawer

### Qualifications

- Strong customer service skills including taking initiative to address issues and anticipate visitors' needs
- Communicate effectively in writing
- Computer experience necessary
- Some general office and/or sales or customer service experience necessary
- Must present self in a professional manner in accordance with company policies
- Must be flexible and adaptable while maintaining excellent organizational and administrative skills in a high energy, dynamic work environment
- Dependable and punctual
- Ability to lift up to 15lbs
- Other duties as assigned

Reports To: Board Member of The Friends of Shipley Nature Center, or other as assigned.

Interfaces With: FSNC Board of Directors, Volunteers, Shipley Staff, Community Partners

Mission Statement: The Friends of Shipley Nature Center is a non-profit organization to manage the nature center as an ecological sanctuary for California native plants and wildlife and to provide environmental education in an urban setting in partnership with the City of Huntington Beach and the local community and the wider world.