

Heritage Hill State Park Visitor Services Staff

Job Title:	Visitor Services Staff
Department/Location:	Visitor Services
Reports to:	Director of Sales and Marketing
Employment Status:	Part time seasonal (no-benefits)
Revision Date:	March 2019

Position Overview:

As a team member of Heritage Hill State Park, you will help build a positive working environment as well as inspire, transform and build our community through exceptional live experiences. Under the general supervision of the Director of Sales and Marketing, **The Visitor Services Associate** provides principle support and assures seamless functioning of the **Visitor Services Department**. The Visitor Services Associate is responsible for the daily functions of the front desk and the gift shop. This includes but is not limited to: meeting and greeting park visitors, having knowledge of all the park's programs and offerings, providing a brief park orientation and direction for park visitors, completing daily cash transactions, answering incoming telephone calls, distributing mail, cleaning, stocking, database management, and volunteer coordination and social media engagement. This position requires a high level of critical thinking and the ability to work both independently and part as a team.

Job Accountabilities:

The following are the primary/essential functions of the position, and are not all-inclusive

- a. Open and closes the Education Center and Gift Shop
- b. Act as source of information & coordination for members, visitors, and volunteers regarding the Park and its programs.
- c. Serve as Park ambassador - encourage interested visitors to buy memberships, register for events & volunteer.
- d. Be comfortable upselling visitors of tram tours and other services and events taking place at Heritage Hill.
- e. Process transactions and payments through the P.O.S. system and reconcile sales daily.
- f. Accurately maintain multiple databases, including but not limited to: volunteer, daily attendance, and various mailing lists.
- g. Distribute mail daily.
- h. Oversee gift shop inventory, ordering when necessary
- i. Maintain general appearance, ambiance and functionality of Visitors/Education Center, including restocking restroom products and cleaning as needed.
- j. Assist on-site Event Staff as needed for private rental events.
- k. Cross-train as Event Staff and assist with servicing private events and rentals as needed.
- l. Maintain open communication with day staff and volunteers.
- m. Continually recommend improvements for greater operation efficiency.
- n. Oversee guests and volunteers follow the Park's rules and policies.
- o. Enter memberships into data base and send correspondence to members.

- p. Respond to all donation requests.
- q. Perform other duties as assigned.

Competencies:

- a. Possess high level of interpersonal skills and superior communication skills – able to speak and write clearly and concisely, listen and get clarification.
- b. Comfortable managing a wide variety of concurrent responsibilities with an accommodating style.
- c. Able to work independently, problem-solve and make necessary decisions using sound judgment.
- d. Demonstrate strong attention to detail, accurate and thorough in task completion.
- e. Experience working within a non-profit environment and/or using community resources is a plus.

Qualifications:

- a. High School Diploma or G.E.D and 2 + years' experience in a customer service field; or equivalent combination of education and experience
- b. Minimum 2 years' experience operating a P.O.S. system, handling cash and credit transactions
- c. Possess basic computer skills including Microsoft Office

Physical Requirements:

- a. Must occasionally lift and/or move up to 20 pounds
- b. Able to travel within the park, with or without reasonable accommodations
- c. Able to work occasional evenings and weekend hours
- d. Willing to be outdoors for short periods of time in all types of weather and able to operate golf cart.

Time Commitment: 15-20 hours per week, mostly weekends.