

Title: Host for Member and Guest Services

Date: 3/3/2010

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
- ◆ Inform guests about 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
- ◆ Handle sales for gift shop visitors
- ◆ Maintain gift shop and front desk area in a clean, organized manner
- ◆ Assist with supervision, retention, training and recognition of volunteers
- ◆ Work with all departments to schedule volunteers for special events
- ◆ Assist with special events and facilities rentals

Entrance Requirements:

- ◆ High School diploma and 2-3 years related experience
- ◆ Computer competency in Windows, Word, Excel 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: Mail/fax cover letter, resume and names/phone numbers of three references to:

Development Department
Kalamazoo Nature Center
7000 N. Westnedge Ave.
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Fax 269-381-2557