



Visitor Services Coordinator

Position Summary: The Visitor Services Coordinator is the first point of contact for all visitors and guest of Irvine Nature Center. They are responsible for overseeing general admission, communicating visitor arrivals with staff, being aware of and able to communicate Irvine's programs, events, and schedules, and assisting with routine workplace operations. The Visitor Service Coordinator will be hired as a part-time role that reports to the Deputy Director.

Position Responsibilities:

- Interact with the general public including greeting and welcoming visitors, answering visitors' questions, and providing information about the Nature Center.
- Collect entrance fees and sell memberships.
- Distribute property maps and point out trails and key property highlights to visitors.
- Track visitor data and provide a report of visitor data each day.
- Promote the benefits of membership to visitors and support other membership activities.
- Stay up-to-date on and be able to provide information about current events and programs at the Center
- Ensure safety and security protocols for visitors, guests, and program attendees.
- Maintain general cleanliness and appearance of the gatehouse.
- Distribute mail and deliveries to appropriate staff members.
- Other duties as required.

Qualifications Needed:

- Strong customer service skills including taking initiative to address issues and anticipate visitors' needs.
- Experience working in the customer service field.
- Some computer experience necessary.
- Some excel experience necessary.
- Must present self in a professional manner in accordance with company policies.
- A high school diploma. College degree or pursuing a college degree preferred.
- Ability to lift up to 25lbs.
- Able to pass a criminal background check & fingerprinting.

The ideal candidate:

- Must be dependable and punctual.
- Must be comfortable working alone and with others.
- Must be flexible and adaptable, being able to work in both slow- and fast-paced environments.
- Must have a friendly, kind, and positive attitude. Personable & welcoming personality.
- Must have strong attention to detail and organizational skills.
- Has an interest in Irvine's mission of exploring, respecting, and protecting nature.

Time Commitment:

- Daytime shifts.
- 18-35 hours per week, depending on season.
- Must be able to work weekends.

Salary: part-time hourly starting pay of \$16 an hour

To apply: Please send your resume, cover letter and three references to HR@ExploreNature.org

Please note: Employment is contingent upon completing and passing a criminal background check and fingerprinting and submission of proof of COVID-19 vaccination or approved waiver.

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