

**Job Description**

**Visitor Services / Nature Store Assistant**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Reports to:** Visitor Services Manager &/or Executive Director
**Schedule:** 12 to 18 hours per week, two – 6 hr days preferred, occasional nights during special events.

**Position Summary**
The Visitor Services/Gift Shop Assistant is responsible for providing frontline customer service in the Visitor Center, as the initial point of contact for visitors, members, and guests. The primary goal is to promote a positive experience for all visitors. They will assist visitors in any reasonable way to meet their needs, and/or direct them to the appropriate BC representative that can. As Store Assistant, they will help keep the Visitor Center clean, un-cluttered.

**Position Responsibilities / Duties**

**Visitor Services**

 Provide a friendly and knowledgeable interaction with visitors, callers, and customers.

 Maintain a clean, uncluttered Visitor Center.

 Assist with the Wildlife Deck (getting cushions in & out, cleaning tables as needed).

 Assist in keeping the kitchen clean, organized, and uncluttered.

 Assist with visitor phone communications (answering questions, taking messages, returning calls)

 Work cooperatively with volunteers and BC staff in daily VC operations and scheduling.

 Be available to support special events as needed.

 Positively promote the Botanical Garden’s mission with both internal and external stakeholders, visitors, staff,
 volunteers and represents the Garden in a positive, professional manner.

 Assist in the establishment and maintenance of high visitor experience standards and practices.

**Nature Store**

 Assist in presenting merchandise for sale in creative, inviting, and aesthetically appealing displays.

 Assist in purchase snack foods and beverage items for sale in the visitor center as needed.

 Assist in conducting annual inventory evaluation and submit to the Director, and/or Treasurer.

 Assist in seasonal displays of inventory and store enhancements as needed for holidays, events, etc.

 pg. 1

**Skills & Abilities**

\* Strong ‘people person’ - sensitivity to interpersonal interactions with program participants, visitors, staff, and volunteers,

 with the ability to act proactively to ensure good relations between all.

\* They should be comfortable in dealing with the public, have the initiative to find answers to guest’s questions, and have a
 high aptitude for customer service.

\* Must be willing to serve all visitors equally regardless of their age, disability, national origin, religious belief, race/color,

 gender identity and/or sexual orientation.

\* An “eye” for details and aesthetics in regard to merchandise displays and educational exhibits.

\* Must be able to work independently to organize tasks and meet deadlines.

\* Must possess good problem-solving skills.

\* Positive attitude, willingness to succeed.

\* Willing to be a part of the gardens support staff with openness, honesty, care and use clear communication skills.

**Experience**

\* Previous customer service experience helpful.

\* Experience operating cash registers.

Beech Creek Botanical Garden & Nature Preserve provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected

by state, federal, or local law.

 11929 Beech St. NE Alliance, OH 44601 330-829-7050 info@beechcreekgardens.org 2-1-2023 pg. 2.