



### **Job Description: Weekend/Holiday Receptionist**

Manage weekend and holiday Welcome Center and office operations for our 325-acre environmental education center and wildlife refuge in Middletown, RI. This is a part-time hourly position for eight hours on Saturdays, Sundays, and Holidays, with possible additional hours by mutual agreement.

### **Responsibilities**

This part-time position serves as the face of the organization, welcoming and supporting visitors through the full array of interactions with Norman Bird Sanctuary. Specific duties include: greeting and orienting visitors on trails and facilities; supporting the public with general information requests; supporting event and program inquiries and registrations; processing financial transactions and managing the data integrity of electronic Point of Sale and fundraising database systems; managing gift shop sales and inventory; and coordinating the membership program. The position also performs administrative functions and supports projects for all NBS teams.

### **Duties Include:**

- Greet and orient visitors to trails and property resources
- Answer and process phone inquiries and manage organizational voicemail
- Collect entrance fees
- Close out the register daily, compile transactions for bank deposit and financial postings, produce reports, and conduct reconciliations with accounting
- Perform daily opening and closing functions for the Welcome Center and NBS campus
- Ensure visitors' understanding of hours of operations and rules for behavior
- Manage retail sales and customer service
- Manage Point of Sale system and inventory management
- Promote and process in-person purchase of memberships
- Design seasonal displays and keep Barn Owl Shop looking clean and neat
- Order inventory and supplies for Barn Owl Shop; apply price tags
- Support the office manager in maintaining the fundraising database and POS systems, including data entry, reporting, and posting transactions for accounting
- Support the Office Manager in weekly special projects for the donor database, mailings, and other administrative projects
- Coordinate the development, quality control, and implementation of the membership renewal and acquisition programs, including preparing mail and e-mail lists, creating donation acknowledgements, and preparing mailings.
- Support preparations for Development special events; support special event registration; support planning and coordination of the annual Harvest Fair
- Process, refer inquiries, and support registration for public programs and camps

### **Miscellaneous other duties as assigned**

**Qualifications**

Candidates must be personable, confident working independently, detail oriented, technology savvy, and comfortable interfacing with a visitors of all ages and backgrounds. Strong experience with Microsoft Office required. Experience with office systems, fundraising databases (DonorPerfect) and/or Point of Sale systems strongly preferred. Retail, customer service, or similar experience in a public-facing role is strongly preferred.

**Position details**

This position reports to the Office Manager. This is an at-will, part-time, hourly position, for 8 hours/day on Saturdays, Sundays, and holidays (except for Thanksgiving and Christmas), at \$10-\$12/hour. Possible additional hours by mutual agreement. Includes paid personal, sick, and vacation time.