



— NATIONAL —  
**EAGLE**  
— CENTER —

# POSITION

## Visitor Services Associate

### Job Description:

The National Eagle Center is an at-will, equal opportunity employer. This is a full-time position (35-40 hours/week). As a primary point of contact for all visitors, the Visitor Services Associate plays an integral role in ensuring a world-class experience for all visitors from their point of entry to their departure. A Visitor Services Associate supports the world-class visitor experience through providing excellence in customer service, knowledgeable and friendly interactions with visitors, volunteers and staff, attention to detail, and willingness to be work as part of a team. This position is eligible for health benefits and ability to sign up for a SIMPLE IRA plan.

### Reports to Chief Operations Officer

### Qualifications:

- Must be highly organized, self-motivated, and able to manage a number of diverse functions in a timely manner and able to organize tasks and complete tasks independently as requested.
- Must have excellent customer service and verbal communication skills, able to work effectively as part of a team.
- Comfortable using computer and willingness to become proficient in specific point-of-sale software, previous computer and cash register experience a plus.
- Moderate physical ability required; must be able to stand for extended periods, regularly bend, stretch and lift approx. 30-50 lbs.
- Able to work a varied schedule including weekday, weekend, and occasional evening shifts.

### Duties and Responsibilities:

- Enhance the National Eagle Center's reputation and mission impact by providing excellent customer service to all visitors, guests and callers.
- Greet all visitors to the National Eagle Center and assist visitors with admissions, memberships, and retail purchases.
- Be a knowledgeable resource for visitors about the National Eagle Center exhibits and programs and visitor information for the Wabasha-Kellogg area.
- Provide accurate daily reports from point-of-sale registers.
- Accurately prepare beginning cash to start the day and ending cash to complete your shift.
- Maintain retail store appearance including daily re-stocking of items, light dusting and organizing of inventory.
- Monitor facility needs and perform related duties as directed.
- Set-up and take down of program areas and room rentals as directed.
- Perform all regular and periodic cleaning of the facilities, including but without limitation:
  - o Interior cleaning including sweeping, mopping, floor care, restrooms, windows, and other areas of the facility.
  - o Stocking restroom and cleaning supplies.
  - o Cleaning, maintenance and seasonal care of exterior spaces including grounds & landscape.
- Assist with facilities care and management.
  - o Support monitoring of facilities as directed, including completing any required documentation.
  - o Perform routine maintenance and facilities care as assigned.
- Other duties as requested.



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**Along with your resume and references please include a cover letter explaining your experience, why you are well suited for this position, and why you feel you would be an asset to the National Eagle Center.**

**Please submit applications to Annette Hedquist at [annette@nationaleaglecenter.org](mailto:annette@nationaleaglecenter.org).**