



— NATIONAL —
EAGLE
— CENTER —

POSITION

Visitor Services Associate (Part Time)

Job Description:

The National Eagle Center is an at-will, equal opportunity employer. This is a part-time position (20-24 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.

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.