

Visitor Services

Reports to: Office Manager

Part-time position: Mondays, Tuesdays, and Wednesdays for 21-24 hours per week. Some evenings and weekends will be required. This position typically works 8:30am to 5:30pm.

What You Will Do

The Visitor Services Staff person shall take the lead role in greeting visitors as well as answering the phone, while providing clerical and administrative support to staff.

Job Requirements

Must be able to communicate clearly and in a friendly manner on the phone and in person. Must have excellent communication skills, prioritize customer service, and enjoy interacting with people of all ages. Knowledge of Office 365 is required. Prefer experience with Square or similar POS systems. Retail experience including buying and staging displays is preferred. All visitor services staff members must be able to occasionally work outside in all weather conditions, lift 25 pounds, walk on uneven ground for up to two miles, and operate office equipment such as computers, telephones, copiers, and printers.

Specific Responsibilities:

1) Opening and closing the Visitor Center

- Opening the front gate for the day and ensuring it is locked at the end of the day
- Unlocking the building, turning on lights, listening to voice messages and delivering those messages to appropriate person
- At the end of the day, responsible for locking the doors, turning off lights and securing the cash drawer

2) Gift Shop

- Selling gift shop items, managing credit card transactions and handling cash
- Unpacking, pricing, and stocking gift shop items
- Balancing the cash register daily.

3) Interacting with Visitors and callers

- Greeting all visitors and collecting admission fees
- Educating visitors and callers about things to do at the Nature Center
- Processing memberships and accepting donations
- Answering the phones and transferring calls as needed
- Taking and delivering messages

4) Clerical support

- Updating donor records, data entry, word processing and other clerical tasks, as needed
- Processing invoice payments

- Creating and mailing thank you letters and membership renewals

5) Maintaining public spaces in the Visitor Center

- Keeping the gift shop stocked and clean
- Ensuring that kitchen and restrooms are stocked and clean throughout the day
- Keeping Discovery Room straightened and clean

6) Special events

- Preparing for special events as part of a team, selling tickets and recording sales, answering guest questions, decorating, as well as working after hours during events.

7) Other Duties as Assigned.

Compensation and Benefits

- Simple IRA with 3% employer match
- Hourly Pay: \$15-\$17 depending on experience

Deadline to Apply is October 17, 2025 to Apply:

Send a single pdf including a cover letter, resume, and three professional references to:

Carrie Wright, Office Manager

officemgr@ogdennaturecenter.org

Include "Visitor Services Application" in the subject line.

Questions? Contact officemgr@ogdennaturecenter.org