

**BERNHEIM ARBORETUM AND RESEARCH FOREST
JOB DESCRIPTION**

Job Title: Receptionist at Bernheim

Date: *March 30, 2018*

Dept: **Communications & Marketing**

Reports To: **Manager, Communications/Marketing**

Status: *(check one in each group)*

➤	<input type="checkbox"/> Full time	<input checked="" type="checkbox"/> Part time	<input type="checkbox"/> Seasonal
➤	<input type="checkbox"/> Salaried	<input checked="" type="checkbox"/> Hourly	
➤	<input type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Non-Exempt	

POSITION SUMMARY

The receptionist will provide information and services that benefit our visitors by greeting them and answering/directing phone calls. As the first point of contact, this position is critical in establishing a friendly and professional image to our visitors at all times. This position must have strong customer service skills. The primary job function is to create a welcoming experience for visitors and callers and to provide them with accurate information. This includes resources on trails, hours of operation, education classes, and other Bernheim information. Training will provide knowledge of Bernheim facilities, trails, programs, and services. This position requires an individual that can respond to unforeseen questions and situations in an appropriate, professional manner and can assist in the communication between visitors and other staff members. This position requires an upbeat and outgoing person that can prioritize tasks simultaneously while maintaining a friendly, organized work environment.

In addition to greeting visitors, this position will provide clerical and creative support for Bernheim's staff. The first priority will be to assist visitors, and the second priority will be to assist the staff. Examples of clerical and creative support include tasks in data management, preparation of program materials, and development of Education Center exhibits.

Bernheim is an Equal Opportunity Employer.

PRIMARY RESPONSIBILITIES

The primary job function is to answer the Bernheim phone lines and create a welcoming experience for visitors in our Education Center and provide them with accurate information about services, resources, and programs. In addition, this position promotes our Wildlife Viewing Room and assists in the communication between visitors and other staff members.

- Greets all visitors to the Education Center and provides our guests with accurate information upon request.
- Works to establish a friendly and welcoming environment for guests and staff.

- Assists visitors in deciding how to best optimize their experience by suggesting hikes, programs, upcoming events, exhibits, places to observe things of interest, and by engaging visitors in friendly conversation when appropriate.
- Engage visitors by offering to help them with a trail map, etc.
- Assists visitors in making contact with other staff members when appropriate and according to instructions from the staff.
- Have sound knowledge (after training) of history of Bernheim (the place, and I.W. Bernheim) to answer questions from visitors.
- Maintains a good working knowledge of current services and programs in order to provide visitors with complete and accurate information.
- Provide clerical and administrative support to Bernheim's management staff as needed.
- Assists visitors by providing information about programs and services.
- Registers people for Bernheim programs.
- Communicates with Education Department on program registrations, cancellations, etc.
- Promotes membership sales, enrollment in classes and programs, gift shop purchases, and participation in Bernheim events.
- Answers incoming calls and makes contact (phone, email, in person) with staff as needed.
- Is familiar with our emergency procedures and maintains a current list of emergency contacts for easy and immediate use in the event of an emergency.
- Works to problem solve with visitors and staff.
- Works to maintain a healthy environment of communication for staff and visitors.
- Maintains and fosters a sense of humor and passion in upholding our mission of "connecting people with nature."
- Ensures that the Wildlife Viewing Room is well organized, properly stocked, clean, and that bird feeders are filled and displayed in an effective manner with the resources available.
- Ensures that the Education Center is open, clean, safe, and ready to receive visitors.
- Provide data management support by assisting in the maintenance and development of databases related to programs, visitor numbers, volunteers, and ongoing projects.
- Other duties as assigned.

QUALIFICATIONS

- Minimum 2 years work experience in working with the public.
- High school diploma.
- Must possess a valid driver's license and must meet the Foundation's insurance carrier requirements.
- Must dress in a professional way, wearing Bernheim staff shirt and khaki pants, with name badge, and present self in a neat, professional manner when greeting our visitors. It is very important that our visitors receive a good visual and audible impression of Bernheim staff. Bernheim will provide logo shirts.
- Must demonstrate an ability to handle multiple tasks efficiently while maintaining a friendly and professional image.
- Computer skills required: proficient in Microsoft Outlook—email and calendar; MS Word; ability to look up work-related information on internet; knowledge of Excel is preferable.

WORKING CONDITIONS and REQUIREMENTS

- This position requires individuals to work 2 days a week: Saturday and Sunday, 8:30 a.m. to 5:00 p.m.
- Requires an individual to record and document number of people entering Education Center.
- Requires an individual that can use their hands to distribute information (trail map, newsletter, etc.)
- Requires an individual that can verbally communicate with visitors to provide information and complex directions.
- May occasionally require work in noisy conditions (field trips with school groups.)
- May occasionally require the lifting of loads of 50 lbs.
- May occasionally require standing, bending, climbing, pushing, pulling and lifting.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please submit resume and cover letter to Debbie Medley, HR Coordinator, dmedley@bernheim.org, (502) 955-8512