



# Effie Yeaw Nature Center

2850 San Lorenzo Way, Carmichael, CA 95608   SacNatureCenter.net   (916) 876-4918

## **Position Title: Receptionist**

**On-The-Job Supervisor:** Naturalist on Duty (NOD) and Manager of Volunteers.

**Objective:** The receptionist is a direct representative of the Effie Yeaw Nature Center. They help to provide a safe and clean work environment. Receptionists' deliver excellent customer service by the following methods; knowledge of organization's mission, positive attitude, initiative, a focus on the visitor's experience, and effective communication. It is important to be professional and welcoming when interacting with guests' in-person and over the phone.

### **Primary Responsibilities:**

- Greet the public, record visitor statistics, provide relevant information, encourage memberships and a suggested donation of \$2 for adults/\$1 for children.
- Answer phone calls, transfer calls, and record messages for staff.
- Sell daily and annual parking passes. Process various transactions on the point of sale system.

### **Secondary responsibilities:**

- Attend training events as available.
- Respond to emergency situations appropriately.
- Maintain a friendly and communicative relationship with staff, volunteers, and visitors.

### **Skills/Qualifications needed:**

- Love of nature, friendly, and an interest in serving the public.
- Experience is not necessary, but helpful.
- Detail oriented with an ability to learn point of sale system and operate a multi-line phone.
- Volunteers 18 years of age or older must be free from any arrest or conviction of any felony or misdemeanor offense involving violence, sexual or physical abuse of any adult or child, or any felony narcotic offense. Volunteers 18 years of age or older are required to submit to background check process before their first day of work.

### **Training:**

- Safety Training and Orientation to the Nature Center provided by Volunteer Manager.
- New volunteers will observe an experienced volunteer receptionist for one or more shifts.
- The Naturalist on Duty (NOD) will continue to provide on the job training and support.

**Evaluation:** Volunteers are encouraged to meet with the Volunteer Manager or their supervisors whenever necessary to discuss situations which may arise on the job. Periodic evaluations will be used to determine if the volunteer's needs and those of the Nature Center are being met.

### **Commitment:**

- Available for a 4 hour shift once a week. Commit to volunteer for at least 6 months.