



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 Volunteer Coordinator.

Objective: The receptionist is a direct representative of the Effie Yeaw Nature Center. Receptionists greet visitors, provide general information in-person and over the phone. It is important to be professional and welcoming when interacting with guests' in-person and over the phone.

Primary Responsibilities:

- Answer phone calls, transfer calls, and record messages for staff.
- Greet the public, record visitor statistics, provide relevant information, and encourage suggested donation of \$2 adults/\$1 child.
- 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.
- Background check: 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 a Livescan fingerprint process before their first day of work. The Volunteer Coordinator will provide information on how to complete this requirement.

Training:

- Safety Training and Orientation to the Nature Center provided by Volunteer Coordinator.
- 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 Coordinator 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.