

**AMERICAN RIVER NATURAL HISTORY ASSOCIATION and EFFIE YEAW NATURE CENTER**

**Job Description: Weekend Receptionist Associate**

<b>Rate: \$15.00 per hour</b>	<b>Last Date Modified: 11/1/2022</b>
<b>Exempt/Non-exempt: Non-Exempt</b>	<b>Full Time / Part Time / Seasonal: Part Time</b>
<b>Schedule: Weekdays, Weekends, Holidays</b>	<b>Minimum Hours: 12 hours per week</b>
<b>Department: Administration</b>	<b>Supervisor Title: Administrative Manager</b>

**Job Summary:**

The Weekend Receptionist Associate reports to the Administrative Manager and is responsible for customer service and reception tasks in the Nature Center’s Discovery Store, front desk and lobby area, including but not limited to processing of transactions and handling of funds, staging of products for sale and merchandizing, promoting and marketing merchandise in partnership with our sales outlets, supporting the Discovery Store Coordinator in processes related to inventorying, creating merchandise displays and general sales, including wholesale book sales efforts. This position reports to the Administrative Manager but also works under some direction from the Manager of Volunteer Programs and the Education Program Manager. Other key functions of this position include answering incoming phone calls, welcoming visitors, and responding to the questions from visitors and the public. Schedule to include be and entirely weekend shift, with occasional opportunity for additional hours.

**Job Duties:** *Duties may include but are not limited to:*

- Assist with the daily operation of the Discovery Store and oversight of EYNC lobby
- Meets, greets and assists public, including in selecting gifts and other merchandise
- Assists in the training and supervision of Volunteers (and assists the Education Program Manager, Manager of Volunteer Programs and Administrative Manager) while working at the Front Desk in operating the cash register and assisting guests
- Assists with the display and presentation of merchandise with consideration to established marketing plan and for effective support of sales development of social media marketing plans and promotions
- Supports marketing and sales promotions in cooperation with Marketing Staff members for daily sales, events, programs, and direct mail and/or on-line orders.
- Maintains sales records and makes daily reports for the Administrative Manager and Discovery Store Coordinator
- Assists in the monthly inventory of merchandise and stock
- Maintains product quality levels in conformity with EYNC’s image and audience served
- Assists with the recruitment, training and support of Discovery Store Volunteers
- Works with Education Programs Manager (NOD), Volunteer Programs Manager (Volunteer Receptionists) and Administrative Manager to supervise and coordinate the work of assigned Staff and Volunteers; Assists the planning of Staff and Volunteer work schedules according to projected business levels, staffing needs and seasonal fluctuations
- Other duties as assigned.

**Job Skills and Experience:**

- Three years' experience in retail; or any equivalent combination of training and experience in a retail environment, including knowledge of Point of Sale systems and financial management systems, including common payment terminals
- Knowledge of merchandising techniques, store display and sales methodologies
- Knowledge of retail, promotion and marketing methods
- Knowledge of administrative procedures, personnel management and supervisory techniques
- Ability to supervise the work of others
- Ability to speak and write effectively
- Ability to work with the public, Volunteers and Staff in a pleasant and effective manner
- Ability to prepare comprehensive reports
- Ability to explain policies and procedures
- Present a neat and professional appearance
- Knowledge of online payment platforms including Paybee, Paypal etc.
- Knowledge of QuickBooks Point of Sale, is preferred

**Education/Certification:**

- Some college-level coursework required, supplemented by courses in merchandising and business administration.

**Job Requirements:**

- Ability to work the majority of weekends, including some holidays, as assigned
- Possession of a valid first-aid/CPR Certificate within the first six months of employment
- Possession of a valid California Driver's License and access to reliable transportation
- Ability to lift 25 pounds
- Ability to work in close proximity to wild animals
- Ability to work in an outdoor environment with adverse weather conditions (heat, cold, wind, rain) etc.
- Ability to stand and sit for hours at a time
- Ability to work in a busy, open office environment with various disruptions
- Moderate to advanced experience with Microsoft suite of software and digital email communications