



CATALINA ISLAND CONSERVANCY

A responsible steward of its lands through a balance of conservation, education and recreation

JOB DESCRIPTION

POSITION: Guest Services Representative

REPORTS TO: Manager of Guest Services **STATUS:** Non-Exempt, Part-Time

DATE: September 2019 **DEPT:** Guest Services

POSITION SUMMARY:

This position is responsible for greeting and assisting visitors in a manner that creates a positive, memorable experience for each and every person who calls or visits a Catalina Island Conservancy location. In addition to assisting customers by answering questions, making recommendations, and issuing permits, this person is responsible for securing stronger visitor participation in the Conservancy by cross-selling memberships, products, and services. The incumbent is also responsible for maintaining and operating a cash drawer, completing various administrative functions, and providing miscellaneous departmental support.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide a positive, welcoming attitude.
- Greet and assist all visitors in a positive and supportive manner.
- Answer and direct calls not handled by auto attend system, including internal calls.
- Cross-sell memberships, Eco Tours, Trailhead retail items, and other Conservancy products and services.
- Provide staff support including but not limited to, enrolling memberships, distributing payroll, assisting volunteers and employees, information sharing, and educating the public.
- Provide visitors with general information concerning the organization's purpose and mission.
- Assist with scheduling Eco Tours.
- Issue hiking permits and provide general hiking information.
- Monitor Catalina Island Conservancy's two-way radio.
- Stock handouts and brochures.
- Maintain the visitor's services and other public areas in a professional manner (keep free of clutter and dirt; includes light dusting).
- Issue membership and freewheeler bike passes.
- Open and close the office.
- Issue hunting and auto permits if assigned to Wrigley Memorial Botanical Gardens.
- Assist membership with recruitment and renewals.
- Will require periods of prolonged standing and walking.
- Other duties as assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and /or ability required. An ideal

candidate will possess a substantial combination of all these requirements. Reasonable accommodations may be made to enable individuals with disabilities to perform with essential functions.

EDUCATION/EXPERIENCE

High school diploma or GED required.

- Positive and welcoming attitude.
- Exceptional people skills that create a sense of comfort and leave visitors with a positive experience.
- Strong personal communication skills and basic technical skills including basic computer office programs (Word, Excel, Outlook and Email).
- Excellent organizational and multi-tasking skills.
- An understanding of the importance of the cultural and natural history of Catalina.
- Current First Aid/CPR Certification

WORK ENVIRONMENT/PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position involves functioning in an office environment and using office equipment, including but not limited to, a computer, adding machine, postage machine, two-way radio, fax machine, and copy machine. The employee must occasionally lift up to 35 pounds. Prolonged period of standing required.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The visitor services area is located on the first floor of Conservancy House, which is accessible by wheelchair, has moderate to high noise levels and is a non-smoking environment.

Candidate must be willing to live and work on Catalina Island.

This position description is intended to reflect typical responsibilities and tasks for the individual filling the position of Guest Services Representative. Actual tasks and responsibilities may vary and change over time. The Conservancy is an "at will" employer offering equal employment opportunity without regard to race, color, creed or religion, age, sex, national origin or disability (within the physical parameters defined in this position description and those associated with remote island living). Any offer of employment contingent upon verification of individual's eligibility for employment in the United States.