Guest Services Manager & Volunteer Coordinator

Manage all aspects of guest services:

- Oversee management of nature center gift shop with volunteer support, ensuring accurate record-keeping and proper selection, purchasing, pricing, display and tracking of inventory.
- Manage admission desk support to include greeter shifts.
- Answer inbound phone calls, greet guests, and answers questions regarding the organization and upsells programs, events, and excursions.
- Assess visitor feedback received through comment forms, phone calls, etc.
- Manage and grow ELC memberships, including yearly renewals.
- Implement processes and procedures to increase revenue and visitations.
- Develop and implement strategies for retention of existing members and recruitment and cultivation of new members, including marketing strategy.
- Develop, promote and maintain a wide range of volunteer opportunities within the ELC.
- Maintain volunteer service descriptions for each volunteer’s assignment.
- Ensure volunteers are staffed to support the various areas of operations; to include the visitor service areas, exhibits, education, special events, development and marketing/communications.
- Recommend the most efficient use of volunteers, appropriate volunteer/supervisory mix and future workforce needs to support volunteer programs.
- Conduct and/or arrange for volunteer orientation and training.
- Schedule all volunteer activities.
- Develop and manage volunteer policies, procedures and standards of volunteer service.
- Organize and participate in volunteer recognition programs and special events.
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate.
- Maintain accurate records and activity reports on volunteer participation.
- Recruit, interview and place applicants for volunteer work.
- Host and attend recruiting events within the community to attract qualified candidates.
- Work with Marketing/Public Relations to publicize opportunities for volunteers.
- Provide ongoing support and guidance to volunteers.
- Act as the point of contact for communications with volunteers.
- Conduct tours as needed.
- Actively pursue opportunities for volunteer engagement in all ELC activities.
- Organize and execute volunteer appreciation including, but not limited to events as well as oral and written encouragement.
- Organize collaborative volunteer meetings for sharing best practices.
- Provide regular volunteer updates across all channels.
- Maintain a log of all volunteer-related activities.
- Serve as the volunteer liaison for communication and planning to all ELC departments as well as community activations.
- Maintain and curate a positive brand culture for ELC by supervising all volunteers.
- Complete a yearly audit of volunteer staffing and needs.
- Organize profile-raising events to attract new volunteers.
- Maintain regular member outreach, including regular solicitation of member feedback.
- Review and develop the current membership offering including pricing and benefits.
- Oversee all membership renewal systems.
- Ensure membership offering is clearly and consistently presented through the ELC’s digital channels, onsite for visitors, and across wider public program activities.
- Research and acquire opportunities to promote membership via partnerships or third party affiliates.
Required:

- Minimum of three years of experience in customer service, hospitality, retail or related field
- Passion for the organization’s mission and initiatives.
- Positive, energetic, and outgoing attitude. Strong work ethic.
- Strong computer skills (including Microsoft Office) and the ability to learn other software programs.
- Detail-oriented, team-player with a talent for problem-solving, and ability to implement plans that support moving the organization forward.
- Professional appearance and clear, concise business-like communications skills with staff and the public
- Willingness and ability to adapt to changing scenarios with good humor.
- Self-motivated and committed to performing the highest quality work.
- The ability to lift objects up to 25 pounds to waist height and set up and break down folding chairs and tables of various sizes.
- Must have a schedule flexibility to accommodate weekend and evening hours.