

HOUSTON ARBORETUM & NATURE CENTER

Weekend Nature Shop Attendant Job Description

Supervisor: Debbie Markey

Employment Status: Part-time Weekend (Friday-Sunday)

Salary: \$15/hour

Nature Shop open 7 days a week from 9am-4pm (hours for this position vary on availability)

Nature Shop Attendant Description Summary:

A positive, friendly, and efficient weekend receptionist is necessary for the success of our organization. This person will represent the Houston Arboretum & Nature Center by greeting guests, answering questions (both in person and over the phone), and aiding other staff members when necessary. This position is fun and invigorating, and requires an individual who excels at multi-tasking and customer service.

Duties:

- Take and relay messages, must be able to multi-task, and work independently
- Greet persons entering the building in a courteous and professional manner
- Answer questions from visitors, customers, members & volunteers
- Must be familiar with or learn to operate a Polygon phone with expansion module
- Answer all incoming calls, and direct callers to necessary departments and person(s)
- Must learn how to work within the following computer programs: QuickBooks Point of Sale; Microsoft Word; Microsoft Outlook;
- Promote our exciting schedule of children, adult and family programming
- Monitor guests upon entering and leaving, and report any suspicious activity to supervisor
 - Should an emergency arise, staff must be able to call 911 and coordinate with authorities regarding the emergency (training will be provided)
- Inform supervisor when new items arrive
- Maintain a clean and organized reception area/Nature Shop
- Perform opening and closing duties, including cleaning, stocking, and fronting the Nature Shop
- Must be able to work independently for several hours at a time
- Must be able to lift packages and inventory of up to 40 pounds

Professional Requirements: 2 years or more experience in retail, customer services, and/or non-profits.

General Requirements: Must provide three references, pass a background check, and be available to work weekends and some weekday shifts. The following personal characteristics are strongly preferred: friendly, organized, reliable, self-sufficient, outgoing, and patient.

Please send resumes to Debbie Markey at dmarkey@houstonarboretum.org