

Tuesday – Saturday
Welcome Receptionist & Store Manager (bilingual)
Job Description



Berks Nature is looking for a store manager and welcome receptionist/front line educator who is cheerful, professional and service-oriented. The successful candidate is a proactive problem solver who likes getting things done and enjoys taking care of others. This position functions independently but may require coordination with other staff members.

Scope of work: The Welcome Receptionist & Store Manager is responsible for managing visitors, group tours in coordination with Events Coordinator & Visitor Experience Specialist, store sales, store inventory, coordinating interpretive educational lobby displays, and other opportunities as they arise at The Nature Place. This position is important in providing all visitors to The Nature Place with a warm welcome, kindness and professionalism. Requires general computer knowledge, exemplary interpersonal skills and a genuine appreciation in working with diverse audiences.

This is a fulltime (40 hours weekly) hourly position with a competitive benefits package. This position requires a Tuesday through Saturday schedule from 9AM – 5PM. Salary will range from \$15/hour to \$17/hour based upon experience. (\$31,200 - \$35,360).

Bilingual (Spanish-speaking) required.

Position reports to: Vice-President Development & Community Relations
Specific duties include but are not limited to:

- ✓ Greet all visitors of The Nature Place and offer educational tours of our sustainable features and guidance during their visit.
- ✓ Manage all store sales and offer assistance to customers.
- ✓ Manage all store inventory and coordinate with Berks Nature accountant and Director of Communications.
- ✓ Facilitate installation of interpretive educational lobby displays in coordination with Berks Nature Educators.
- ✓ Manage secure access to our building and capture demographic data of visitors.
- ✓ Assist with daily care of our turtles and our fish tanks.
- ✓ Provide welcome signage for all group visits.
- ✓ Become fully trained as a tour guide of The Nature Place, including general knowledge of our green and sustainable features inside and outside of the building.
- ✓ Seek opportunities to extend public awareness of Berks Nature and increase donations.
- ✓ Assist, as needed, with donor mailings.
- ✓ Assist, as needed, with special events for Berks Nature.
- ✓ Work cooperatively with the Berks Nature team.
- ✓ Perform other duties that may be assigned.
- ✓ Availability to work 9AM – 5PM Tuesdays through Saturdays; with Saturdays required.

Qualifications (Minimum qualifications and experience)

Required Qualifications:

Act 33 (child abuse), 34 (criminal history), 151 and 114 (FBI background) clearances or ability to obtain them.

CPR & First Aid certification or ability to obtain them.

Reliable transportation.

Bilingual, Spanish speaking

Experience Preferred but Not Required:

Retail management (inventory, purchasing, point of purchase)

Hands-on experience with multiple age groups ranging from Preschool through Adults.

Ability to organize, and present merchandise in a creative and market focused flare.

Hours: Full-Time (40 hours+ per week).

Knowledge Skills and Abilities:

Excellent organizational skills.

Desire and ability to interact with children and adults.

Willingness to care for animals.

Ability to communicate well and regularly with our team.

Ability to use good judgement and common sense.

Proficiency in Microsoft Office Suite (Word, Outlook, Excel)

Physical Aspects of the Position:

Ability to communicate and work with groups participating (age and skill levels) and provide necessary instruction to students, attendees, and staff.

Visual and auditory ability to identify and respond to environmental and other hazards related to the activity.

Physical ability to respond appropriately to situations requiring first aid. Must be able to assist clients in an emergency (fire, evacuation, illness, or injury).

Ability to lift and move boxes of store merchandise into and out of storage.

Verbal communication to groups of students or adults in an indoor setting.

Requires eye-hand coordination and manual dexterity to operate point of purchase register system.

Requires normal range of hearing and eyesight to record, prepare, and communicate appropriate tours/programs.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

The successful candidate of this position should be comfortable with working around children/families that visit our nature center. State and federal clearances will be required and adhering to Berks Nature's COVID policies is mandatory.

A successful applicant will have:

- High school diploma or general education degree
- Ability to multitask and work independently
- Relevant front desk and office administrative experience

- Friendly, helpful demeanor
- Ability to be entrepreneurial, analytical and solution-oriented
- Proficiency in Microsoft Office Suite (Word, Outlook, Excel)
- Ability to learn and manage technology and proprietary software programs
- Strong written and oral communication skills
- Ability to speak Spanish fluently

Just like it takes a diversity of species to make our natural environment thrive, Berks Nature recognizes that having a culture of inclusion where all individuals feel respected and are treated fairly will bring us a power of talent to do our work and engage others in the love for and protection of nature. Accordingly, it is Berks Nature's goal to be intentional and inclusive in the involvement, engagement, and empowerment of all groups of people within our community to help Berks Nature achieve its mission. Berks Nature will take the broadest possible view of diversity in order to attract, develop, engage and retain people from all walks of life and backgrounds in our work. Berks Nature endeavors to not see any species become extinct. So too, we desire not to neglect or exclude any audience from our work.

To apply, please submit cover letter, resume and salary requirement to Kim Murphy, President at kim.murphy@berksnature.org.

Berks Nature is an equal opportunity employer and does not unlawfully discriminate in employment. No question on this application is used for the purpose of limiting or excluding any applicant from consideration for employment on a basis prohibited by local, state, or federal law. Equal access to employment, services, and programs is available to all persons. Those applicants requiring reasonable accommodation to the application and/or interview process should notify the interviewer.