



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, Full-Time

DATE: February 2020 **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:

- Greet and assist all visitors in a positive, welcoming, and supportive manner.
- Answer and direct calls.
- Cross-sell memberships and membership renewals, Eco Tours, WMBG tickets, 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.
- 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).
- Sell and issue membership and freewheeler bike passes.
- Open and close the store.
- Issue hunting and auto permits (residential and commercial) when assigned to Wrigley Memorial Botanical Gardens.
- Will require periods of prolonged standing and walking.
- Assist customers with finding merchandise and educate guests as to how merchandise relates to the Conservancy's mission.
- Process sales, transactions, and upsell whenever possible.
- Remove damaged or freshness-dated items from the shelves.
- Notify manager for markdown 30 days prior to expiration of freshness date.
- 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.