

Visitor Services Manager Position Description

The Aldo Leopold Nature Center (ALNC) in Monona seeks a qualified, reliable, and energetic individual to join its team in a dynamic new position interfacing with the public and contributing to a positive educational visitor experience. The Visitor Services Manager will play a critical role in supporting excellence in the area of admissions, exhibits, public programs, and customer service. S/he will assist with ALNC's public hours, educational programming, membership, gift shop, and other visitor offerings, including managing facility and staff during public weekend hours and special events. This individual will serve as an advocate for the public, communicating with and resolving concerns of a variety of visitors of diverse ages and abilities, welcoming, assisting, and instructing guests as they explore and participate in varied programming and activities. This position will report to the Director of Exhibits & Digital Curriculum and work closely with other staff to provide excellent representation of ALNC and its offerings to the public.

The Aldo Leopold Nature Center is a nonprofit organization dedicated to promoting environmental education for schoolchildren, their teachers, and families. ALNC offers exhibits, nature trails, and programs for schools and the public on sites in Monona and Black Earth and organizes Nature Net, a consortium of environmental education providers in southern Wisconsin.

Time Commitment:

- This is a committed part-time position, including weekend public hours (required), special events (as needed), and 1-2 partial weekdays (flexible, Fridays preferred): expected hours include approx. 9:30am-2:30pm Saturdays and Sundays, additional evening/weekend event staffing as needed, and weekday hours to interface with administrative staff, totaling approximately 15 hours/week. The option of increasing hours through assisting with educational programs and tours may be available.
- This position is available immediately at an hourly rate of \$15/hr.
- Opportunities: work in a "high-tech, high-touch" state-of-the-art sustainable facility situated on nearly 100 acres of native prairie, wetland, and woodland habitat; assist with a wide range of educational technology, including digital curriculum, theaters, museum exhibits/displays, combined with hands-on activities, interpretation, and indoor/outdoor programming which teach outdoor, climate science, environmental, and sustainability education; contribute to planning and coordinating programs and events; gain experience working in a variety of non-profit departments; interact with public visitors of all ages.

Duties and Responsibilities:

- Supervise facility and staff outside regular business hours (weekends, evenings as needed), including opening and closing procedures, overseeing and maintaining public areas, running exhibits and technology, providing information and interpretation for public, coordinating staff, volunteers and guest presenters, ensuring safety, and troubleshooting.
- Manage administrative and customer service duties, including admissions and gift shop sales (using Altru ticketing / point of sales program), front desk, and visitor information; assist with marketing, communications, and membership.
- Coordinate with various staff on set-up/clean-up of events and programs and smooth transition between overlapping programs and facility usage.
- Assist with ALNC volunteer coordination (update volunteer contact lists, communicate and connect between volunteers and relevant departments, supervise projects, and track hours). Assist with volunteer and exhibit staff training.
- Assist with development, coordination and improvement of self-guided visitor experiences, such as Family Trailside Backpacks, activity toolkits, interpretive or wayfinding signage, scavenger hunts, mobile tours, equipment rentals, concession sales, or other offerings to enhance visitor engagement, draw new and repeat visitors, and increase member benefits.
- Assist with Education Department logistics, including registration, set-up and facilitation of public programs, tours, hikes, and related activities for kids and families.
- Become familiar with and help to promote ALNC resources, offerings, exhibits, and programs through on-site communication and additional outreach opportunities.
- Communicate and report on all duties and related areas to ensure ongoing quality, consistency, and improvement.
- Contribute to strategic growth and utilization of facility additions, technology enhancements, audience development, and revenue generation; participate in occasional planning activities, staff meetings, and administrative support as needed.
- Other duties as assigned.

Requirements and Qualifications:

- At least 18 years of age; bachelor's degree in related field (environmental science, education, museum studies, hospitality, recreation, communications, tourism, or related field) preferred.
- Detail-oriented, with ability to assimilate high volume of information across disciplines and departments.
- Commitment and reliability; good decision-making; organized and self-directed; able to manage varied schedule.
- Exemplify leadership and composure in problem-solving, troubleshooting, and making and implementing decisions quickly and soundly; ability to prioritize and multi-task; flexibility and creativity.
- Excellent management and communication skills; able to direct staff and volunteers and work well in a team environment.
- Comfort in overseeing guests and facility usage and following/developing verbal and written instructions and procedures.
- Experience working with general public, families and/or school-age children in formal/non-formal education settings.
- Cheerful, positive, and open attitude; excellent communication skills; good sense of humor; and ability to interact with diverse audiences of all ages.
- Experience in sales and demonstrated accountability in cash-handling and accounting procedures.
- Computer skills (Microsoft Office, POS programs, etc.) and experience working with technology (IT, A/V equipment, etc.).
- Reliable transportation to ALNC required.
- Additional relevant skills and interests: Spanish language skills; standard First Aid and Adult/Child CPR and Lifeguard certifications; interest in science, climate, and regional flora and fauna; interest in education about the environment, energy, and climate change; respect, concern, and excitement for the natural environment and interest and ability to share that excitement with others.

How to Apply:

To apply, please send a cover letter, resume, and three references to:

Brenna Holzhauer, Director of Exhibits and Digital Curricula
Aldo Leopold Nature Center: 330 Femrite Drive, Monona, WI 53716
brenna@naturenet.com (608) 216-9375

Email applications encouraged.