



PEEC

Pajarito Environmental
Education Center

Visitor Services Manager

About PEEC: PEEC is a 501(c)3 nonprofit funded by donations, memberships, and contracts for services. Our mission is enriching people's lives by strengthening their connections to our canyons, mesas, mountains, and skies. We are the operators of the Los Alamos Nature Center in Los Alamos, NM. Our website is www.peecnature.org.

Description: The Visitor Services Manager works closely and collaboratively with the Executive Director, Director of Interpretation, and Operations Manager to achieve our strategic, operating, and business objectives. Reporting to the Executive Director, the Visitor Services Manager's primary responsibilities are to provide a high-quality experience to visitors and program participants, manage PEEC's volunteers and some casual staff, coordinate building rentals, and supervise our membership program.

To apply, please send a resume and cover letter to employment@pajaritoeec.org

Salary, Hours, and Benefits: The Visitor Services Manager is a full-time, flexible, salaried position. Some evening and weekend hours will be required each month. Some flexibility for remote work is possible, with most of the work happening at Los Alamos Nature Center. The annual salary range is \$45-60K. Our employee benefits may be viewed here: <https://peecnature.org/about/policies/>

At PEEC we work hard but know that family and life come first. We help each other and cover for each other.

PEEC is an equal opportunity employer, and we encourage applicants that help us achieve our goal of having a workforce with a diversity of backgrounds, experiences, perspectives, and skills.

Professional Experience/Qualifications

- Enthusiastic, cheerful "people-person"
- Excellent customer service skills; pleasant manner on the phone, in written communication, and in-person
- Ability to work with a wide variety of people in a productive way
- Excellent listener and clear communicator
- Exceedingly reliable and responsible
- Highly organized and detail-oriented
- Able to create and maintain complicated schedules
- Able to work both independently and on a team with minimal supervision
- Self-sufficient, resourceful problem solver
- Able to work in a fast-paced, constantly changing environment
- Basic understanding of software, such as: Microsoft Office suite, CRM databases, Mailchimp, Retail Point-of-Sale, ZOOM, and WordPress
- Ability to calmly manage frequent interruptions and changing priorities, including phone calls, visitor questions, volunteer needs, and meetings

Key Areas of Responsibility

Volunteer Management and Visitor Services

- Recruit, train, manage and schedule all volunteers
- Serve as the communications link between over 100 volunteers and ~13 staff
- Create and implement ways to appreciate volunteers
- Track and report volunteer hours, monthly
- Update and revise volunteer handbook, training, policies and tasks
- Facilitate positive high quality experiences for nature center visitors
- Create and monitor online calendars on the PEEC website for volunteer opportunities

Staffing and Training

- Ensure volunteers, staff, and casual staff are scheduled during all nature center open hours and after-hour programs, on and off-site
- Create and maintain a “Staff on Duty” (SOD) calendar for the nature center
- Lead the onboarding and training of new staff on visitor services functions
- Hire, train, and manage casual staff for SOD and docent roles
- Create, schedule, and track regular training on volunteer tasks, customer service, SOD duties, and emergency procedures; re-train as necessary

Membership Management

- Enter donations and memberships into CRM database (NEON)
- Process bulk donations and memberships, including match donations and send thank yous
- Order membership gifts, track gifts given to members
- Work with staff and membership committee to increase PEEC membership
- Plan PEECnic annual membership party

Building Rentals

- Manage building rentals, including, but not limited to: client communication, scheduling, invoicing, billing, troubleshooting, building monitoring, and staffing
- Track and report rental income monthly
- Work with Marketing Manager to advertise building rentals
- Develop methods for collecting renter feedback; collect and collate this data

Other Duties

- Provide data and updates in a monthly report to the PEEC Board of Directors
- Participate on planning committees and work onsite for large PEEC events, like Earth Day.
- Other duties as assigned

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PEEC is an equal opportunity employer. We prohibit discrimination against, and harassment of, any employee or applicant for employment because of race, color, religion, sex, gender, pregnancy, genetic information, ethnic or national origin, sexual orientation, marital status, familial status, military or veteran status, qualified individuals with a disability on the basis of the disability, or any other category which may be protected under applicable state or federal law.

