



PEEC

Pajarito Environmental
Education Center

Visitor Services Manager

About PEEC: The Pajarito Environmental Education Center (PEEC) is a 501(c)3 nonprofit funded by donations, memberships, grants and service contracts. 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 peecnature.org.

Summary: The Visitor Services Manager works closely with PEEC staff to meet strategic and operational goals. Reporting to the Executive Director, the Manager is responsible for delivering an exceptional visitor experience, overseeing volunteers and casual staff, and managing the membership program.

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

Salary, Hours, and Benefits: This is a full-time, exempt position with some evening and weekend hours required. While most work will be at the Los Alamos Nature Center, some remote work flexibility is possible. The annual salary range is \$48-60K. Employee benefits can be viewed peecnature.org/about/policies

At PEEC, we work hard, but we know that family and life come first. We help each other and cover for each other. We are an equal opportunity employer and encourage applicants who contribute to a diverse, inclusive workforce.

Required Qualifications:

- Strong customer service skills and a professional demeanor.
- Able to manage interruptions and shifting priorities.
- Comfortable working with diverse individuals.
- Excellent listening, communication, and interpersonal skills.
- Able to work independently and in teams with minimal supervision.
- Organized, detail-oriented, and able to meet deadlines.
- Creative, strategic thinker with problem-solving ability in a dynamic environment.
- Self-sufficient and resourceful in a fast-paced setting.

Desired Qualifications:

- Bachelor's degree or 2 years of related experience.
- Experience with complex staff/volunteer scheduling.
- Proficiency in Microsoft Office, CRM databases, Mailchimp, POS, Zoom, and WordPress.
- Passion for nature and the outdoors.

Key Areas of Responsibility:

Volunteer Management and Visitor Services

- **Recruit and Retain Volunteers:** Actively recruit, onboard, and maintain a diverse volunteer pool.
- **Training and Scheduling:** Train, schedule, and support volunteers to ensure task completion.
- **Communication:** Serve as the main liaison between 100+ volunteers and 12 staff members.
- **Task Coordination:** Ensure volunteers' roles and tasks are clearly communicated and completed on time.
- **Volunteer Recognition:** Create and implement strategies to recognize and appreciate volunteers.
- **Track Volunteer Hours:** Monitor and report volunteer hours monthly.
- **Maintain Training and Policies:** Keep volunteer training, policies, and task guidelines up-to-date.
- **Enhance Visitor Experiences:** Support volunteers in providing high-quality experiences for visitors.
- **Online Scheduling:** Manage and update volunteer opportunity calendars on the PEEC website.

Staffing and Training

- **Scheduling:** Ensure adequate coverage by scheduling volunteers, staff, and casual staff during nature center hours, after-hours programs, and off-site events.
- **Staff on Duty Calendar:** Maintain and update the "Staff on Duty" (SOD) calendar for the nature center.
- **Onboarding and Training:** Lead the onboarding process for new volunteers, focusing on visitor services and operational procedures.
- **Casual Staff Management:** Hire, train, and supervise casual staff for SOD and docent roles.
- **Ongoing Training:** Develop and track regular training sessions for volunteers and staff on tasks, customer service, staff duties, and emergency protocols; provide re-training as needed.

Membership Management

- **Program Oversight:** Manage PEEC's membership program, including recruiting new members and re-engaging former ones.
- **CRM Data Entry:** Enter donations and memberships into the CRM database (NEON) and process bulk donations, matching gifts, and thank-you communications.
- **Gift Tracking:** Order and track membership gifts for distribution.
- **Membership Growth:** Develop and implement a plan to increase membership numbers.
- **PEECnic Event:** Plan and execute the annual PEECnic membership event.

Other Duties

- **Reporting:** Provide regular written reports on activities, progress, and program updates.
- **Event Support:** Participate in planning committees and assist with large PEEC events, such as Earth Day.
- **Additional Tasks:** Perform other duties as assigned to support the organization's goals and operations.

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.