



## JOB DESCRIPTION

**To apply, email a resume and cover letter to [raptors@carolinaraptorcenter.org](mailto:raptors@carolinaraptorcenter.org).**

<b>Title:</b> Visitor Services Associate	<b>FLSA Status:</b> non-exempt	<b>Shift:</b> Friday - Tuesday
<b>Reports to:</b> Director of Community Engagement	<b>Department:</b> Visitor Services	<b>Employment Status:</b> Full-Time.
<b>Supervisory Responsibilities:</b> No	<b>Location:</b> 6000 Sample Rd Huntersville NC 28078	<b>Date Created/Last Evaluated:</b> 2024
<b>Salary:</b> \$14 per hour		
<b>Summary</b> Visitor Services Associates provide customer service to guests while operating ticketing and point of sale systems.		
<b>Qualification Requirements</b> 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.		
<b>Minimum Qualifications</b> A bulleted list of essential qualifications: <ul style="list-style-type: none"> <li>• At least 6 months experience operating a computer systems</li> <li>• At least 6 months experience interacting with the public</li> </ul>		
<b>Knowledge, Skills and Abilities</b> <ul style="list-style-type: none"> <li>• Must be proficient Microsoft Office</li> <li>• Excellent verbal communication skills required.</li> <li>• Ability to communicate clearly and effectively with staff, volunteers, general public</li> <li>• Ability to work independently with minimal supervision and manage time appropriately. Professional manner</li> <li>• Ability to work with others (team oriented)</li> <li>• Cash and credit card processing</li> <li>• Understanding of CRC mission</li> <li>• Uphold CRC's core values</li> </ul>		
<b>Supervisory Responsibilities:</b>		
<b>Essential Functions</b> <ul style="list-style-type: none"> <li>• Welcomes visitors</li> <li>• Provides orientation and other information to visitors in the form of maps or other media</li> <li>• Sells gift shop items, tickets, and memberships</li> <li>• Maintains inventory and merchandise displays</li> <li>• Develops proficiency in point-of-sale system, ticketing system, and membership system</li> <li>• Maintains a clean, organized front desk area</li> <li>• Cleaning restrooms and gift shop</li> <li>• Assists in maintain on-trail interactives</li> <li>• Other responsibilities as assigned</li> </ul>		
<b>Physical Demands</b> Work involves walking, talking, hearing, using hands to handle, feel or operate objects, tools or controls, and reaching with hands and arms. Vision abilities required by this job include close vision and the ability to adjust focus.		
<b>Work Environment</b> Exposure to high noise intensity level and large groups of people.		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time.