



Visitor's Services Associate (Temporary)

To apply, email a resume and cover letter to Rachel Dupree at rdupree@carolinaraptorcenter.org.

Title: Visitor Services Associate	FLSA Status: Non-Exempt	Shift: Wednesday & Thursday 9:30 AM - 4:30 PM; Friday 9:00 AM – 12 PM; Other times as needed
Reports to: Director of External Relations	Department: Visitor's Services	Employment Status: Part-Time Temporary (August 2025 – March 2026)
Supervisory Responsibilities: No	Location: 6000 Sample Rd, Huntersville, NC 28078	Date Created/Last Evaluated: June 2025
Salary: \$12 per hour		
<u>Summary</u> <p>The Carolina Raptor Center's Visitor's Services Associate serves as the welcoming face of our organization, helping to create a positive and educational guest experience. This role is responsible for greeting visitors, processing ticket and merchandise sales, promoting memberships, answering questions, and maintaining the cleanliness and organization of the Visitor's Center. This temporary role will run from August 2025 through March 2026 and is ideal for candidates looking for a seasonal opportunity in a dynamic, mission-driven environment.</p>		
<u>Qualification Requirements</u> <p>The ideal candidate is enthusiastic, customer-focused, and comfortable working in a fast-paced, high-energy environment. They should be able to work independently and as part of a team, with a genuine interest in wildlife, education, and guest service. Reliability, attention to detail, and a positive attitude are essential. Associates must be comfortable engaging with guests of all ages, especially families and children, and remain composed during high-traffic periods, including weekends and holidays.</p>		
<u>Minimum Qualifications</u> <ul style="list-style-type: none">• Ability to remain calm and professional in a busy, occasionally loud environment• Available to work occasional weekends, holidays, and evenings• Ability to lift up to 50 lbs. and stand for extended periods		
<u>Knowledge, Skills and Abilities</u> <ul style="list-style-type: none">• Excellent interpersonal and verbal communication skills• Basic computer skills and experience with point-of-sale systems• Ability to provide a quality customer service experience in fast-paced environments• Ability to follow procedures for handling money, tickets, and merchandise• Comfortable interacting with children and large family groups• Proficient in Microsoft Office• Ability to work independently with minimal supervision and manage time appropriately• Interest in birds of prey, wildlife, or environmental education		
<u>Essential Functions</u> <ul style="list-style-type: none">• Greet and assist visitors, providing a warm and professional first impression		



- Sell admission tickets, memberships, and retail merchandise using a POS system
- Promote memberships and donation opportunities to guests
- Maintain the cleanliness and presentation of public spaces, including restrooms, lobby, and retail areas
- Restock and organize merchandise displays
- Answer questions about the Carolina Raptor Center's exhibits, programs, and mission
- Support special events, group visits, and occasional outreach activities
- Assist with opening and closing duties as assigned
- Manage high guest volume while maintaining friendly, helpful interactions

Physical Demands

Work involves 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. While performing the duties of this job, the employee is frequently required to stand, walk, bend, reach, and lift items up to 50 lbs. The employee must be comfortable interacting with large crowds, children, and occasionally noisy or chaotic environments. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

This position is based in the Visitor's Center at the Carolina Raptor Center in Huntersville, NC. The work environment involves direct interaction with the public in both indoor and outdoor settings and includes exposure to high noise intensity levels and large groups of people. The role may require minor physical exertion and exposure to varying weather conditions.

This is a temporary, part-time role with an expected duration from August 2025 through March 2026. Hours may vary seasonally based on visitor traffic and event schedules.

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.

** U.S. DOL, The revised handbook for analyzing jobs (Washington, D.C.): U.S. Government Printing Office, 1991.*