



## **Education & Visitor Services Assistant**

### **General Duties:**

Education- Responsible for assisting with the implementation of the Arboretum's School Education Program.

Visitor Services- Facilitate a positive visitor experience, welcome guests in the Visitor Center, answer questions, encourage membership and return visits.

Other duties may also be assigned as needed. This position reports to the Education Coordinator and the Visitor Services, Membership & Outreach Coordinator.

### **Work Schedule:**

This position is part-time from mid-March through mid-November with the possibility to extend the position through the winter.

### **Qualifications:**

- Experience in the areas of education, science, non-profits, & customer service is desired.
- Ability to work independently.
- Ability to greet and converse with visitors and students in a professional manner.
- Excellent interpersonal, written and verbal communication skills. Organizational and administrative skills. Computer literacy required.
- Flexibility to adapt to change within the Arboretum.

### **Education Expectations:**

Assist in scheduling school groups and coordinating volunteer guides, participation in all scheduled school programs, preparing in class lessons and field trips, assist in training and organizing volunteer guides, lesson planning as necessary, prepare end of year summary of activities, teach classes/ workshops as needed.

### **Visitor Services Expectations:**

Be punctual for shifts, actively greet and converse with visitors in a friendly manner, understand the mission, events, and efforts of the Arboretum and share with visitors. Maintain displays and cleanliness in Visitor Center and restrooms, restock supplies as needed, operate point of sale system independently following training, understand benefits of membership and be comfortable promoting and selling them to guests, develop self-sufficiency in Visitor Center.

**Please email resume and cover letter to Jenna Zier, Education Coordinator at [jenna@pollyhillarboretum.org](mailto:jenna@pollyhillarboretum.org) with the subject: PHA Education & Visitor Services Assistant. Applications accepted through February 14, 2024.**