

ORIENT LAND TRUST

## **Job Description**

### **Visitor Services Manager**

**Department:** Visitor Services

**Job Title:** Visitor Services Manager

**Supervisor:** Executive Director

**Position Type:** Full time with some overtime possible and expected. This position is a non-exempt, hourly position.

**Pay Range:** Starting at \$18 to \$22 hourly in addition to compensation arrangements for overnights

**FLSA Status:** Nonexempt

**Benefits include:** An employee may be eligible for OLT group health plan coverage the first of the month after 60 days of employment depending on the hours worked and for Paid Time Off (PTO) benefits after 120 days of employment depending on the hours worked.

**Location(s):** Valley View Hot Springs property primarily. Everson Ranch and other OLT properties as needed

**Job Relationships:** Work closely with ED and all department managers and staff.

**Position Overview:** Under the supervision of the Executive Director (ED) and guided by current strategic and operating plans, the VSM is responsible for the smooth operation of visitor services programs and providing a high quality visitor experience.

**Responsibilities include:**

#### **Front Desk (Reception) Visitor Services**

- Must be able to perform the duties of the Front Desk (Reception) staff on a regular basis and as needed. (See the separate Front Desk (Reception) job description.)
- Responsible for having a working understanding of the reservation/registration/donation/point of sale software.
- Responsible for making sure all front desk-reception shifts are scheduled and are covered.

#### **Management and Supervision**

- Manage the day-to-day operations of the front desk/reception/reservation services provided at Valley View Hot Springs and other OLT properties as needed. ● Advertise, interview applicants and hire front desk staff.
- Supervise training of Front Desk (Reception) staff, maintaining and creating training materials including secure policies and procedures for point-of-sale transactions and for money-handling, as needed.
- Support and provide employee evaluations for front desk staff. Submit written evaluations to ED
- Evaluate the services being provided by OLT in relation to current strategic and operating plans, and recommend modifications, where appropriate.
- Develop and implement policies and procedures to ensure OLT provides a positive naturalist experience for visitors
- Monitor financial budget and employee expenses as needed.
- Oversee visitor services correspondence and email.
- Develop and update interoffice forms for visitor services
  - Collect, review, and respond to complaints, problems or incidents involving visitors and/or visitor services staff per OLT policy. Resolve conflicts and find solutions that are fair, equal, and workable. Relay incident reports monthly to the Board of Directors.
- Prepare and present board meeting reports and other reports to the board as needed.
- Attend quarterly board meetings, answer questions presented by directors concerning visitor services.
- Schedule Board of Directors reservations for quarterly meetings, applying appropriate discounts. Block out space for board meetings and coordinate other arrangements as needed.
- Schedule CPR/First Aid Course bi-yearly for all staff to be recertified.

### **Facilities and Overnight Responsibilities**

- On site residence is required for this position – housing provided.
- The Visitor Services Manager will share the overnight responsibility shifts according to the schedule established by the ED.
- Person on overnight duty is responsible for handling any situation that may arise including, but not limited to, emergency phone and alerts, visitor needs, situations arising during hours that the Welcome Center is closed.
  - Person on overnight duty is responsible for assisting Facilities Manager or other maintenance staff to handle utility or other maintenance emergencies.
- Achieve a working understanding of onsite information technology systems.
- Achieve a moderate understanding of onsite utility systems.
- Maintain familiarity with emergency and backup procedures.
- Support Executive Director and other managers in developing, implementing, and evaluating job safety training standards for Visitor Services staff.
- Coordinate and work with IT staff if updates/changes are needed or if a problem arises with computer/phone systems.

### **Outreach and Public Relations**

- Produce in-house brochures, posters, and other informational or educational materials etc.
- As required by ED and Board, work with ED and volunteers to create, disseminate, and collect results from surveys.
- Assist with creating OLT Newsletter and Facebook updates/posts
- Coordinate website updates

### **Volunteer Coordinator (Could be Separated from the VSM duties as need)**

- Work with ED and other managers to coordinate volunteers
- Organize, manage, coordinate, and schedule summer hosts and educational volunteers
- Provide opportunities for summer hosts and educational volunteers to help in achieving visitor services goals
- Develop summer hosts and educational volunteer job descriptions, policies and procedures
- Evaluate summer hosts and educational volunteer recruitment techniques for effectiveness
- Develop effective working relationships with short and long term summer hosts and educational volunteers
- Make sure summer hosts and educational volunteers are recognized and appreciated for their efforts
  - Develop and implement efficient use of volunteers at a variety of levels of commitment

### **Bookkeeping Backup (Could be Separated from the VSM duties as need)**

- Perform payroll and other bookkeeping duties as needed on an occasional basis to cover other staff as needed
- Familiarity with Quickbooks accounting software is helpful and the ability to learn is crucial as training will be necessary and provided to perform these duties

### **Information Systems and Information Technology Skills**

- Achieve a working understanding of onsite information technology systems.

### **Recommended skills and experience:**

- Committed to the mission, values, goals and accomplishments of OLT and be able to effectively communicate them to others
- Ability to manage, motivate, and direct staff and volunteers; team player

- Excellent collaboration skills
- Reliability (on time and consistency required)
- Flexibility in scheduling (we're a small team and it helps to work together)
- Excellent communication skills (verbal and written)
- Enjoy working with people and appreciate diversity
- Excellent math skills
- Proficient in normal software applications including Word, Excel and Google Suite equivalents; internet applications.
- Able to prioritize activities during busy times and motivated to find work during slow times
- Excellent decision making – problem solving skills
- Able to work efficiently under pressure and with many distractions ● Experience with bookkeeping, money handling and sales, including credit card transactions
- Interest in and personal knowledge of environmental conservation, visitor services, the hot springs, naturism and other programs of OLT
- Trained in First Aid and CPR. EMT Training is an asset.

**How to Apply:** Contact Orient Land Trust by phone or email for application

Email: Crystal England, Deputy Director, [crystalengland@olt.org](mailto:crystalengland@olt.org)

**Closing Date: March 29 , 2024**

For information on Orient Land Trust and our company culture, visit our website at [www.olt.org](http://www.olt.org).

Orient Land Trust is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.