Weekend Guest Relations Associate

**Department**: Visitor Services  
**Supervisor**: Visitor Services Director  
**Hours**: Part-time (Approx. 16-18 hours per week). Typical schedule Saturdays from 8:30am - 5:30pm and Sundays from 9:30am - 5:30pm.  
**Hourly Pay**: $14.00 per hour

**Summary**

Ijams is looking for a friendly and enthusiastic individual to join the Visitor Services team. Reporting to the Visitor Services Director, the Weekend Guest Relations Associate provides a welcoming environment to all Ijams visitors by answering questions, giving directions, answering the phone, giftshop, concessions, and parking pass/membership sales, light cleaning and tidying of the giftshop area and restocking of goods.

**Duties and Responsibilities**

**Guest Relations:**

- Serve as a good-will ambassador of Ijams Nature Center, provide excellent customer service to guests to ensure a positive impression of programming and the organization.
- Assist visitors with trail navigation, basic natural history of Ijams and other programmatic and recreational information as needed.
- Promote the sale of Ijams memberships to guests and communicate the importance of individual donations and involvement to visitors.
- Assist with parking pass information for guests daily.
- Answer calls- process call needs and forward them as necessary.
- Register patrons for public programs and special events over the phone or in-person as needed.
- Open and close the building as required.
- Sign in daily volunteers and hand out tools as needed. Work with the Volunteer Coordinator to help make sure trail clean up data and sign in sheets are received.

**Gift Shop Duties:**

- Open POS and prepare the cash drawer prior to opening the Visitor Center and reconcile the cash drawer at the end of each day.
- Close the register and put a daily deposit in the safe at the end of the day.
- During slow periods, dust and tidy the gift shop, clean coffee area, organize merchandise, etc.
- Ring up sales from the gift shop.
- Restock gift shop and concessions as needed.
- Prepare coffee drinks for guests as needed.
- Other duties as assigned.
Skills and Abilities

The ideal candidate is responsible, proactive, comfortable in large groups of people, and possesses the following:

- Excellent customer service skills
- The ability to deal with difficult people and situations in a calm, professional manner
- The ability to make sound decisions quickly
- The ability to work independently, as well as part of a team
- Flexibility, the ability to problem solve, and a sense of humor
- Working knowledge of computers and computer software including word processing, email, spreadsheets, and modern office practices and procedures
- Excellent written/oral communication and customer service skills
- Ability to multitask while maintaining attention to detail
- Familiarity with social media and marketing

Requirements

- Must be at least 18 years old
- 1+ year retail/customer service experience
- Possess a valid driver’s license with a good driving record
- Must be able to pass a background check

In addition, the following is preferred but not required:

- Knowledge of food service standards.
- Interest in environmental education.
- Is comfortable with large-scale events.
- Knowledge of Ijams trails and facilities.

Physical Requirements

- Must be able to lift and carry or otherwise move up to 40 pounds.
- Must be able to stand or walk for prolonged periods in retail space or during events.
- Must be comfortable with kneeling or crouching to reach items stored in lower cabinets.
- Must be able to climb a ladder and reach high shelves.
- Must be able to work in outdoor environments in all weather conditions.
- Must be able to traverse safely over uneven or irregular terrain.

Compensation/Benefits

Salary is commensurate with qualifications and experience. The pay for this position is $14 per hour. Other benefits include a staff discount in the gift shop as well as a one-time free Navitat Experience (based on calendar availability).
About Ijams Nature Center

Ijams Nature Center is a nonprofit nature center located on the banks of the Tennessee River near Knoxville’s urban center. Its mission is to encourage stewardship of the natural world by providing an urban greenspace for people to learn about and enjoy the outdoors through engaging experiences. Ijams Nature Center manages 318 acres of land with more than 12 miles of trails, a large Visitor Center, Mead’s Quarry lake, mountain biking trails, river access, gardens, and much more. People of all ages attend educational programs, including school field trips, family programs, summer camps, and adult workshops. Ijams Nature Center partners with Knox County and the City of Knoxville as well as with multiple agencies to provide outstanding educational offerings. Visit the Ijams website at Ijams.org for current program information.

Equal Opportunity Employment

Ijams Nature Center is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion, ethnicity, sexual orientation, gender identity, age, national origin, mental or physical disability, veteran status, or any other status or condition protected by applicable state or federal laws. These anti-discrimination policies also apply to volunteers and program recipients. Ijams Nature Center provides reasonable accommodations to all applicants and employees. Applicants with disabilities may request reasonable accommodation at any point in the employment process.

To Apply

Send resume, cover letter, and three references (will not be contacted without notice) to Sarah Brobst, Visitor Services Director at sbrobst@ijams.org. The