

Visitor Services Associate

Island Farm

Outer Banks Conservationists

The intent of Outer Banks Conservationists' description of job responsibilities for visitor services associate is to outline the duties required to engage the visiting public in a friendly, informative, and stimulating atmosphere with the goal of bringing to life the daily joys and challenges of past residents of the farm, as well as performing tasks necessary to the smooth operation of the farm.

Primary Responsibilities

- Orient and admit visitors to the museum
- To inspire the visiting public by sharing the rich cultural history of Island Farm and Roanoke Island in the mid-19th century by sharing the site's history to the visiting public and sharing the site's
- To perform daily cleaning duties

Job Duties

- Perform front desk admission functions that include greeting and orienting visitors to the site, handling money, answering the phone and relaying messages to appropriate personnel
- Balance cash drawer and maintain daily visitor admission logs
- Manage Visitor Center gift donations, season passes and produce donations
- Perform basic site opening and closing procedures
- Perform site maintenance duties such as cleaning restroom facilities, maintaining cleanliness of the Visitors Center and emptying trash cans

Qualifications/Preferred Skills

- Preferred prior experience with money handling and front desk operations
- Attention to detail and the ability to follow opening/closing procedures without supervision
- Great communication skills, including the ability to absorb factual information and respond to questions from the general public in an understandable manner
- Ability to solve practical problems and to work both independently and with a team to carry out assigned duties with minimum supervision

Physical Requirements

- Strength to stand, sit, walk, bend, stoop, or twist for long periods of time
- Ability to lift up to 25 lbs.

Work Environment

- Work will be performed both indoors and outdoors, in all weather conditions with frequent exposure to heat, cold, dust, dirt, pollen, water, fire, smoke, and farm livestock
- Must be able to work a minimum of 8 hours per week. A maximum of 24 hours per week is typical for this part-time position
- It is expected that limited time-off is needed during the open season of April – November
- Must be able to hold a flexible schedule, with non-traditional hours (outside of a typical working day, 8 a.m. – 5 p.m.) for special events and programs