

JOB DESCRIPTION

Position Title: **Customer Services Associate**

Supervisor: Director, Nature Center and Aquarium

Location: Audubon Society of Rhode Island Nature Center and Aquarium, Bristol, RI

FLSA Status: Non-exempt, part-time

Date Prepared: 2.18.21

Summary of Position:

The Customer Service Associate position is a part-time, 14 hours per week position working at the Audubon Society of Rhode Island (ASRI) Nature Center and Aquarium in Bristol, Rhode Island. The Associate is responsible for day-to-day gift shop activities which include, customer relations, on-line store maintenance, retail sales, admissions and visitor services. This position is supervised by the Director of the Nature Center and Aquarium and works closely with other staff, volunteers and interns.

As a member of the ASRI staff the person in this position is an ambassador for the Society, fostering a commitment to Audubon's mission, values and culture of philanthropy.

Duties:

- Greet Audubon visitors, process admissions, membership and gift shop sales.
- Provide guidance for visitors' questions regarding the Center and commonly asked natural history questions.
- Provide great customer service with all incoming phone calls to the Center by answering questions or routing calls to the appropriate staff member.
- Responsible for open and closing of the gift shop, following proper procedures.
- Assist with online store updates, maintenance, sales and shipments.
- Provide a pleasant shopping experience for visitors by maintaining proper inventory, and appropriate labeling of inventory.
- Accurately process daily deposits
- Assist with Nature Center and wildlife refuge projects based on individual skill set.
- Help with special events as scheduled.
- Other duties as assigned by supervisor.

Knowledge/Skills:

- Requires retail experience such as sales, on-line sales, merchandising, customer service, inventory control.
- Successful experience working with the general public
- Knowledgeable on natural history and environmental topics.
- Proven communication skills
- Excellent computer skills; knowledge of POS systems and on-line sales a plus.
- Writing, editing, graphic and/or artistic skills a plus.
- Ability to multi-task while keeping a positive attitude
- Willingness to work in team environment as well as independently.

Discretion/Latitude/Decision Making:

- Duties are performed under general supervision and established guidelines.
- Handles cash with appropriate discretion as needed for shop sales.
- Must maintain decorum and judgment as legally required to work around children.
- Demonstrates common sense, flexibility, and teamwork.
- May work with or oversee the work of volunteers.
- Refers difficult questions or unusual problems to supervisor.

Communications/Interpersonal Contacts:

- Communicates with a diverse group of people, including students, parents, board of directors, donors, volunteers, education partners, the public and other staff.
- Consistently demonstrates professional, positive, and approachable attitude/demeanor and discretion.

Working Conditions/Physical Effort:

- Work environment requires some physical exertion and/or some standing; must be able and willing to lift 35 pounds.
- Must be available Thursdays and Fridays and additional hours when required.
- Must be willing to submit to criminal background check.

Contact:

Anne DiMonti, Director
ASRI Nature Center and Aquarium
1401 Hope Street
Bristol, RI 02809
adimonti@asri.org
(401) 949-5454 x 3116

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