

# **National Butterfly Center**

## **Clerk**

(Full-time, Non-exempt)

Position Summary: The Clerk works under moderate supervision from the Assistant Director and primarily provides superior sales, customer service and cashiering ability while working in the Visitor's Pavilion and Gift Shop. Opens, closes and operates the Visitor's Pavilion and Gift Shop according to assigned schedule, attends to customers and informs them about the Center's features, programs, membership and benefits. Notifies supervisor of issues or problems that arise unexpectedly throughout the day, and interacts effectively and courteously with the public, visitors, volunteers and members, one-on-one and/or during group tours of the center. Essential duties include, but are not limited to:

- Provides excellent customer service concerning the Center's grounds, butterfly gardens and gift shop.
- Sells, mails and/or ships merchandise, center admissions, program materials and memberships to customers, visitors and others.
- Maintains the cleanliness of the Visitor's Pavilion and restrooms.
- Restocks merchandise and creates pleasing visual displays. Monitors gift shop inventory to ensure reorders are placed and back stock is put out for sale.
- Shares center rules and checklists, as well as other resources, to promote positive experiences for visitors, volunteers and members.
- Responds to general inquiries by phone and email with courteous and professional communication.
- Accounts for receipts and operates a Point of Sale (POS) computer system and ten-key calculator.
- Reconciles daily income report from POS register to cash box and credit card receipts. Completes appropriate forms for daily reporting.
- Handles and files essential paperwork for community workers, memberships and renewals, photographers and facilities use, etc.
- Demonstrates superior interpersonal skills in the daily interaction with the public, other co-workers, community workers, visitors, members and volunteers.
- Assists the center's staff with special events and activities, as necessary.
- Performs other assigned duties as required.

Minimum Qualifications: Requires a high school diploma or equivalent, and a minimum of 1 year of administrative support experience to include money-handling, merchandising, and

skillfully operating a POS computer, Microsoft Word & Excel, and calculator. Demonstrates the ability to communicate effectively both verbally and in writing in English. Prefer some ability to speak Spanish, knowledge of or experience with butterflies, wildlife and/or the natural habitat. Also requires the following knowledge, skills and abilities:

- Demonstrates a pleasant personality, interacts and welcomes center visitors with the utmost respect and courtesy, and ensures they have a positive experience.
- Ability to effectively operate the Pavilion Gift Shop and interact effectively with staff, vendors, community workers and volunteers.
- Takes pride in the workplace and personal performance, by continuously enhancing the Center, the environment and its features.
- Demonstrates a love of nature and stewardship of the environment.
- Ability to identify and solve problems, work well as part of a team, and accept training and constructive feedback, and learn new skills.
- Ability to maintain a dependable record of attendance and punctuality.

Working Conditions: Work is performed mainly indoors and during daylight hours. Must be able to work comfortably around co-workers and visitors. Rarely, weekend hours may be required, as well as some very occasional evenings.

Physical Demands: Requires the ability to stand, walk and sit. Requires the ability to lift and carry merchandise. Also requires the ability to reach, handle, hear, see in color vision, and speak to visitors about the center. Must be able to operate related office equipment in a safe manner.

This position description is intended only to describe the general nature of the job. It does not represent an all-inclusive listing of the duties, nor o the experience, knowledge, skills and abilities required to satisfactorily perform the job.

\*I have read this position description and understand the requirements for satisfactory performance.

\_\_\_\_\_  
(Employee)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Executive Director)

\_\_\_\_\_  
(Date)