



Audubon Society of Rhode Island

Visitor Service Coordinator

Job Title: Visitor Service Coordinator

Location: Audubon Nature Center and Aquarium, Bristol, RI

Job Type: Full-Time, Exempt

Reports To: Director, Audubon Nature Center and Aquarium

Salary: \$40,000 to \$45,000

Summary of Position:

As the Visitor Service Coordinator at the Audubon Society of Rhode Island Nature Center and Aquarium, you will be the first point of contact for visitors, playing a pivotal role in delivering an exceptional guest experience. You will utilize visitor data to continually improve customer satisfaction, ensuring a welcoming, educational, and safe environment. This position requires a passion for nature and conservation, alongside a commitment to providing top-tier customer service. As an ambassador for the Audubon Society, you will uphold our mission and values while supporting a culture of philanthropy.

Key Responsibilities:

1. Guest Interaction & Customer Service:

- Greet and assist visitors with a friendly, welcoming demeanor, creating a positive first impression.
- Provide clear and accurate information about exhibits, animals, trails, programs, events, and facilities.
- Process admissions, gift shop sales, memberships, and group bookings with accuracy.
- Handle cash, credit card, and online transactions while ensuring accuracy and accountability.
- Respond to visitor inquiries via phone, email, and in person, providing excellent service.
- Promote and sell memberships, educational programs, camps, events, and retail items.
- Address and resolve guest concerns and feedback in a professional and timely manner.
- Assist with birthday parties, rentals, and educational programs as needed.

2. Gift Shop & Administrative Tasks:

- Oversee and maintain inventory levels, ensuring product availability and stock rotation. Perform regular stock checks and coordinate with suppliers to replenish merchandise.
- Operate and maintain the POS system, ensuring smooth transactions and accurate sales records, including end-of-day reconciliation.
- Prepare daily cash reports, ensuring accuracy in cash handling and processing, and deposit receipts securely into the bank.
- Supervise and train visitor service and gift shop staff, ensuring exceptional customer service and adherence to store policies.
- Manage product selection and purchasing for the gift shop within budget constraints. Stay updated on trends to keep offerings fresh and appealing.

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- Manage and grow the online sales platform by updating product listings, processing orders, and ensuring timely order fulfillment.
- Open and close the gift shop, ensuring security measures are in place, and the store is clean, organized, and customer-ready.
- Monitor sales performance, track visitor attendance, and analyze trends to optimize inventory, sales strategies, and staffing.
- Provide excellent customer service, handling returns and exchanges, and ensuring a positive shopping experience.

3. Administrative Support:

- Collect and analyze visitor data to drive improvements in services and guest experiences.
- Assist with marketing, grants, and storytelling initiatives using visitor data.
- Support opening and closing procedures, including securing the building, conducting animal welfare checks, and closing the cash register.
- Maintain accurate records of visitor inquiries, complaints, and feedback to ensure continuous improvement.
- Provide administrative support for daily operations and special events.

4. Volunteer Management:

- Recruit, train, and manage front desk and center volunteers, ensuring they align with the organization's mission and standards.
- Work with the Nature Center and Aquarium teams to develop effective volunteer training programs.

5. Exhibit & Facility Support:

- Help maintain cleanliness and organization in visitor areas and exhibits to enhance the guest experience.
- Provide relevant information to guests regarding exhibits and educational programs.
- Lead or assist with interpretive tours and presentations, as needed, to enhance guest understanding and engagement.

6. Safety & Emergency Protocols:

- Ensure the safety of guests by adhering to safety guidelines and emergency protocols.
- Monitor and report any safety hazards or incidents immediately.
- Assist with crowd control during peak hours or special events to ensure a smooth and safe experience.

7. Team Collaboration:

- Collaborate with colleagues to ensure smooth operations and an exceptional guest experience across all departments.
- Participate in ongoing training and development to enhance knowledge of exhibits and programs.
- Support animal care, educational activities, special events, and programs as needed

Qualifications:

- College degree in environmental science, education, business, or hospitality related field preferred.
- Prior experience in customer service, retail, or public-facing roles.
- Strong communication skills, both written and verbal.
- Ability to engage and educate guests of all ages in a friendly and enthusiastic manner.
- Familiarity with point-of-sale (POS) systems.
- Ability to manage multiple tasks in a fast-paced environment.

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- Physical ability to stand for extended periods, walk, and occasionally lift up to 25 lbs.
 - Passion for nature, wildlife conservation, and education.
 - Bilingual or multilingual abilities are a plus, but not required.
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Work Environment:

- Work will take place in an indoor/outdoor environment, including exposure to aquarium exhibits, nature trails, and animal habitats.
 - Occasional outdoor work in varying weather conditions.
 - This is a Sunday- Thursday position requiring flexibility to work weekends, holidays, and evenings as required for special events.
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How to Apply:

Audubon is committed to representing Rhode Island's diversity in our staff, volunteers, boards, and membership, and fostering an inclusive workplace culture where all can thrive. We encourage applicants from diverse backgrounds to apply, even if they don't meet all of the qualifications listed. The ideal candidate will bring unique perspectives and experiences to the role.

The position offers comprehensive healthcare, paid leave, a 401(K) retirement plan, professional development opportunities, and a supportive community that values your contributions.

Please submit a single PDF attachment including:

1. A cover letter explaining your interest in the position, your commitment to protecting nature, and how this role aligns with your career goals.
2. A resume.

Send applications to **lgordon@asri.org** with the subject line "Customer Service Coordinator."

As an equal opportunity employer, all applicants are considered regardless of race, color, religion, gender, age, national origin, military status, veteran status, physical or mental disability, sexual orientation, gender identity, genetic information or any other characteristic protected by law.

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