



Lake Erie Nature & Science Center

Our Mission: The nonprofit Lake Erie Nature & Science Center educates and inspires each of us to understand, appreciate and take responsibility for our natural world.

501(c)(3) nonprofit organization
Tax ID #34-0845030

Job Posting: Welcome Desk Volunteer

Position Summary: Lake Erie Nature & Science Center seeks a volunteer to support the Welcome Desk staff by greeting visitors, answering phones, and other duties as assigned. The volunteer will fulfill the Center's mission and follow its handbook, adhere to its COVID-19 protocols and provide friendly and professional assistance to Center visitors and callers.

Schedule: Volunteer shifts are 3.5 hours per day and not limited to one day or one shift. Volunteers are needed for days the Center is open Tuesday – Saturday and also days closed, Sundays and Mondays (9:00 a.m. – 4:00 p.m.).

Responsibilities: Welcome and provide information and customer service to visitors and callers in a professional, helpful and engaging manner. Days the Center is open, volunteers will support Welcome Desk staff by greeting visitors at the Center, checking-in program participants, collecting zip codes and daily admission numbers, and directing animal intakes and mail deliveries to the Welcome Desk. Days the Center is closed, volunteers will respond to incoming calls and inquiries at the main entrance, take messages and transfer calls to the appropriate staff, direct animal intakes for the Wildlife Department, and keep the building secure during hours closed.

Qualifications: Customer service and communication skills, a professional and positive image, ability to use good judgment and take initiative as well as ability to work as part of a team.

Organization: Lake Erie Nature & Science Center is a nonprofit organization providing informal science education for children, families, and people of all ages. It is the only facility providing wildlife rehabilitation in Cuyahoga County; it is one of two public access planetariums in Cleveland; and it is located in a park setting near Lake Erie. The Center offers a distinct blend of programs and classes for children, families, and young adults, wildlife rehabilitation and education services, and free admission to exhibits about science including live animal exhibits. Lake Erie Nature & Science Center is funded by private donations, program fees, and grants including Cuyahoga Arts & Culture through the residents of Cuyahoga County.

Application: Please complete application form online, <https://www.lensc.org/about/volunteer-opportunities/> with boxes checked for either greeter or answering phones (or both).

Lake Erie Nature & Science Center is an equal opportunity employer.