



# 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 Specialist, part-time

**Position Summary:** The Welcome Desk Specialist is responsible for fulfilling the mission and goals of the nonprofit Lake Erie Nature & Science Center by providing customer service to visitors and callers, using database software and phone systems for sales, communications, and information, and supporting wildlife staff by directing visitors carrying ill or injured animals into the intake room.

**Schedule:** The schedule for this position is approximately 16-20 hours per week and includes weekdays, weekends and evenings. The Welcome Desk Specialist is responsible for following opening and closing procedures of the building.

**Responsibilities:** The Welcome Desk Specialist will actively welcome visitors upon arrival to the Center and provide friendly, clear and courteous customer service. Through ongoing training and use of the Center's resources, the Welcome Desk Specialist will manage the Center's phone system to communicate with staff and visitors; use Blackbaud's Altru database for sales transactions, program registration, and information management; and alert wildlife staff when there is an animal brought to the Center or a caller with a wildlife question.

The Welcome Desk Specialist must follow the Center's handbook and adhere to its COVID-19 protocols. Other responsibilities include leading emergency and safety drills at the Welcome Desk, supporting programs and special events, and other duties as assigned by Development and Marketing departments.

**Qualifications:** Candidates must have experience in customer service, sales, or public information role. The candidate will have excellent written and verbal communication skills. Technical skills including proficiency in Microsoft Office programs, and willingness to learn virtual desktop and database functions is necessary. The candidate must show demonstrated ability to use good judgement and take initiative as well as ability to work as part of a team.

Familiarity with the Center's mission and programs, or nonprofit experience is preferred. The Welcome Desk Specialist must maintain valid driver's license. Candidates must be committed to presenting a professional, positive image for Lake Erie Nature & Science Center.

**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:** Send cover letter and resume to [jobs@lensc.org](mailto:jobs@lensc.org) by May 31, 2022 with Welcome Desk Specialist in the subject line of the email.

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