



# 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. 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. This part-time position is eligible for the Center's 401k plan and membership benefits of the Northeastern Ohio Inter-Museum Council.

**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.

**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 connects people to the natural world with engaging programs for children and families, space science programs, wildlife rehabilitation and education, and live animal exhibits. It is the only facility providing wildlife rehabilitation in Cuyahoga County; it is one of two public access planetariums in Cleveland; it features one of the region's first and largest nature-based preschool programs; and it is located in a park setting near Lake Erie. The Center is funded by private donations, program fees, grants, and Cuyahoga Arts & Culture through the residents of Cuyahoga County.

**Application:** Send cover letter and resume to [jobs@lensc.org](mailto:jobs@lensc.org) by June 26, 2026 with Welcome Desk Specialist in the subject line of the email.

Lake Erie Nature & Science Center is committed to equal employment opportunities for all. The Center values and respects people's differences in age, color, ethnicity, ancestry, sex, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socioeconomic status, veteran status, and other characteristics.