

## **ORIENT LAND TRUST**

### **Job Description - Visitor Services Representative**

**Job Title:** Visitor Services representative

**Supervisor:** Visitor Services Manager

**Job Relationships:** Visitor Services staff work closely with the Visitor Services Manager, Office Manager, Housekeeping, Maintenance, and the Executive Director

**Position Type:** Part-time, seasonal or temporary depending on OLT need and applicant circumstances. This position is a non-exempt, hourly position.

**Pay Range:** \$14.00 to \$16.00 per hour starting wage based on qualifications and experience.

**FLSA Status:** Nonexempt

**Benefits may include:** An employee may be eligible for OLT group health plan coverage after 60 depending on the hours worked and for Paid Time Off (PTO) benefits after 120 days of employment depending on the hours worked.

**Job Overview:** The Visitor Services staff has the important role of being the primary personal connection and first point of contact for most visitors to OLT/Valley View. This includes phone conversations answering questions, establishing memberships, making reservations, canceling reservations, check-ins, and educating visitors.

This is a part-time position, May 1st - October 1st, 3-4 days per week (Sunday, Monday, and Tuesday) 7-hour shifts. You may be asked to fill in on days when needed.

### **Required Qualities and Skills:**

- Interest and connection to Valley View and OLT property
- Committed to the goals and mission of OLT and capable of communicating these clearly
- Reliability
- Flexibility in scheduling (we are a small team and need to cover for each other on occasion)
- Very good communication skills
- Self Confidence
- Enjoy working as part of a team and with a diverse clientele, respectful of all
- Comfortable with nudity
- Detail-oriented, and able to stay on task under pressure and with lots of distractions
- Good keyboard and data entry skills
- Ability to handle face to face challenges with grace and patience
- Clear communication with your co-workers, volunteers and guests
- Able to prioritize and organize during busy periods, self-motivated to find work during slow times
- Comfortable walking steep, rough terrain at 8,600+ ft. elevation

### **Description of Duties:**

- Answering telephones is our primary contact with most guests, email is secondary. Be available and willing to answer questions, educate and guide guests through the membership, reservation, and cancelation processes. People don't like surprises, the more you can prepare and direct them the more likely they are to have a good experience.
- When a guest arrives for check-in you must make sure all required paperwork is completed, scan ID's, payment is complete and correct, and give a clear comprehensive orientation.
- Entering and updating guest information accurately.
- Communicating any pertinent information by leaving clear notes in a reservation, verbal if it pertains to an immediate need or situation and written and posted on the whiteboard if for the general public.

- Printing and restocking brochures and educational materials, registration forms, and maps.
- Valley View has a capacity limit. On days when we have reached capacity, walk-in visitors are turned away. Finding a gracious way of doing this is key.
- Listening to any complaints or concerns from guests, resolving the issues, or communicating the problem to a manager, housekeeping or maintenance staff.
- Reconciling all of your financial transactions at the end of each shift.

**How to Apply:** Contact Orient Land Trust by phone or email for an application

Phone: 719-256-4315.

Email: [kelleymichelle@olt.org](mailto:kelleymichelle@olt.org)

**Closing Date: March 1, 2023**

For information on Orient Land Trust and our company culture, visit our website at [www.olt.org](http://www.olt.org).

Orient Land is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.