



# CLAYTON COUNTY CONSERVATION

Promote the health and general welfare of the people; to model and encourage preservation, conservation, education and recreation through responsible use and appreciation of our natural resources and cultural heritage.

## Welcome Center Attendant

### **DEFINITION:**

A seasonal, part-time position under the direct supervision of the Clayton County Conservation Board's Executive Director. This employee is responsible for traveler guidance, office support, customer service, public relations, phone and visitor screening, tours of the Osborne Conservation Welcome Center & Nature Center, and other duties as assigned.

### **EQUIPMENT/JOB LOCATION:**

This employee will be assigned to the Osborne Conservation Center located at 29862 Osborne Road, Elkader, IA 52043. This position requires knowledge of computer operations, photocopier, cash register/Square, laminator, projector, scanner, and the security system and phone systems located on the premises. This employee must be willing to work a flexible schedule, which includes opening and closing the Osborne Conservation Center before and or after regular operating hours on weekends.

**WORK SCHEDULE:** This position requires weekends (Friday 8-4:30pm, Saturday 8-4:30pm, Sunday 12-4pm) May-August, and could include weekends in September and October, not to exceed 20 hours a week.

### **ESSENTIAL FUNCTIONS OF THE JOB:**

Provide customer service and tourism information to residents and visitors. Assist visitors with donation bequests and souvenir purchases. Offer informational tours of the Osborne Nature Center.

### **PRIMARY ROLES:**

Gift Shop Sales \* Travel Counselor \* Customer Service \* Office Assistant \* Tour Guide

### **ADDITIONAL EXAMPLES OF WORK PERFORMED:**

- Promote Clayton County Conservation
- File records and materials
- Provide assistance to the environmental education staff during school or public programs
- Answer inquiries from the public by phone, email, social media, and in person
- Attend trainings and certification classes;
- Other duties as assigned

## **REQUIRED KNOWLEDGE AND ABILITIES**

- Ability to communicate with the public in a tactful and courteous manner
- Ability to understand and follow oral and written instructions
- Knowledge of personal computer operation, and other basic office equipment
- Ability to assist the general public in obtaining information about outdoor recreation including fishing, camping, hunting, environmental education programs and other related information
- Ability to be trained on Conservation equipment as it pertains to the essential functions

## **QUALIFICATIONS**

- Must be at least 18 years of age
- Valid driver's license
- Knowledge of computer operations including Microsoft Office 365
- First Aid and CPR certified or ability to be trained.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

The work environment and physical demands described here are those of which must be met by the employee to successfully perform essential functions of said position. Accommodations within reason may be made to enable any individuals with disabilities to perform the essential functions of their position.

- The duties of this position require constant exposure to dust, noise, frequent exposure to excessive heat/cold, occasional exposure to moving equipment, and trip/fall obstacles.
- Frequent standing, bending, walking, and lifting are required to perform regular duties. Will be required to frequently lift 0-10lbs, occasionally lift 11-50lbs, and occasionally carry 50+lbs (anything over 50lbs will be moved by two people).
- This position duties may at times require the worker to adhere to the conservation board's personal protective equipment (PPE) policy and utilize the required PPE required for given duties. All PPE will be furnished as required.

## **SALARY**

This position is considered a part-time, seasonal position, paid an hourly salary that will not exceed 20 hours per week.

An Offer of Employment is contingent upon the successful completion of a pre-employment background check, driving record, pre-employment physical and drug screening.

It is the policy of Clayton County, in accordance with Iowa Code §729.4, to provide equal treatment to all County employees and applicants for County employment.