



Nature Center Office Assistant

Position Description

Posted 11.5.2021

Riveredge has a 53-year history as a leader in environmental education in the state of Wisconsin. The Center provides science-based, inquiry-oriented, outdoor experiences to over 45,000 learners of all ages each year. The mission of Riveredge Nature Center is to promote conservation through education that awakens curiosity, engages the body, and explores connections to nature for all generations. Through this, Riveredge envisions healthier human and natural communities.

Position Purpose

The Nature Center Office Assistant serves as an essential part of the Riveredge Nature Center team of staff and volunteers. This position is responsible for performing a range of clerical and administrative tasks to support daily operations of our office. Riveredge seeks a dynamic individual with exceptional organizational skills to fill this position.

Primary Duties

Accounting & Development Data Entry

- Perform regular data entry related to financial records, philanthropic gifts, and memberships.
- On a daily basis, perform all task related to the opening and closing of visitor center cash drawer
- File a variety of forms including accounts payable forms and grant transaction letters
- Assist with managing, stocking, and counting bookstore inventory
- Assist with mailings for all areas of Riveredge: administration, development, education, and research & conservation
- Assist with occasionally updating the Riveredge Nature Center website.
- Perform database entry using Blackbaud Altru
- Assist with the scheduling of Zoom meetings and Google Calendar entries/invitations

Visitor Experience

- Represent the organization in a highly positive manner as an integral part of front-line guest interactions and visitor engagement.
- Create a variety of simple signs for trail heads and entrances at Riveredge to direct visitors, share upcoming programs, and communicate important information. Ensure signs are posted in a timely manner.
- Answer and direct phone calls to the appropriate team members while providing quality customer service.
- Assist in front-line tasks such as staffing the front desk and donor stewardship efforts to ensure exceptional care and gratitude for all supporters.
- Serve as a main point of contact for volunteers staffing the front desk. This includes orienting them at the beginning of their shifts, answering questions, and coordinating projects for them to complete.

Facilities Rental Management

- Assist with scheduling and coordinating facilities rentals at Riveredge. Over time, become the primary contact for all rentals.
- Conduct tours for potential rental clients and review renter responsibilities and requirements.
- Work with the Business Manager to collect rental fees and complete rental agreements.
- Contact renter six weeks prior to the event to review the agreements and ensure they understand the responsibilities of both parties.

- Work closely with the Facilities Manager to coordinate set-up and clean-up of rentals.
- Send a survey to renters following events and compile and analyze feedback.

General Responsibilities

- Participate in programs, events, and staff meetings of each department as necessary to fully understand the programs and initiatives at Riveredge.
- Collaborate with the Education Assistant on a regular basis.
- Provide administrative support, as possible, to the Riveredge leadership team. This includes the Executive Director, Director of Research & Conservation, Director of Education, and Director of Development.
- Work with all members of the Riveredge staff team and undertake additional assignments as necessary.

Position Expectations

- Work hours: 8:15 AM - 4:45 PM; Monday through Friday
- Assist in staffing the Visitor Center approximately one Saturday per quarter
- Assist in staffing special events at Riveredge; approximately 4-5 Saturdays per year.
- When a weekend day is worked, staff are expected to take off a day during the week to ensure a good work-home balance

Physical Requirements:

- Sit and type for long periods of time indoors among an open concept office setting.
- Hike outdoors on varying terrain, in all seasons.
- Ability to lift up to 20 lbs. and climb stairs.

In addition to the primary duties, the Nature Center Office Assistant is expected to meet the following expectations set forth to ALL staff members of Riveredge Nature Center:

- Meaningfully contribute to the Riveredge staff team. This includes helping with projects, programs, and events that may fall outside of the primary duties or departments of this position description.
- Foster an inclusive and supportive environment through personal actions such as supporting and helping other staff members and volunteers.
- Provide high quality customer service experiences to all guests and volunteers.
- Strive for excellence and innovation.

This position reports directly to the Sr. Manager of Business & Human Resources

Benefits & Working Conditions

This is a full-time, hourly position and provides the following benefits. Specific quantity of benefits will be presented in the offer letter.

- Short and long term disability paid 100% by Riveredge,
- Limited matching retirement contributions,
- Paid holidays,
- A generous Paid Time Off (PTO) allotment
- Optional participation in health insurance and dental insurance programs.

Riveredge Nature Center is committed to fostering, cultivating, and preserving a culture of diversity and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and achievement as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

Preferred Qualifications

- Associates degree or comparable experience in office administration or related field.
- Highly detail-oriented with the ability to prioritize and manage multiple tasks at once.
- Exceptional communication and organizational skills
- Proficiency in using G-suite such as Docs, Sheets, Forms, Drive, Gmail, Calendar
- Experienced in general office computer software and equipment
- Self-starter, motivated, and a well-developed ability to set and meet goals
- Excellent, transparent communicator; strong oral and written communication skills
- Loves working with a wide diversity of people

To Apply

Please send the following information to Business and HR Manager, Tammy Lorge, at tlorge@riveredge.us. For questions, please contact Tammy at 262-675-6888.

- Resume highlighting recent paid and volunteer positions and education
- Cover letter. Please include responses to these four (4) areas: 1) Why you are interested in this position; 2) Why you are interested in working at Riveredge Nature Center; 4) available start date; and 3) What qualifications you have which make you uniquely qualified for this position
- Three (3) References. Please include contact information for each (email and phone number). References will not be contacted without first notifying you.
- Ideally, please send the above information as one (1) PDF.

Priority Deadline: Monday, November 29, 2021. Applications will be reviewed as they are received.

Position is available immediately.

To Learn More

To learn more about Riveredge's mission, vision, core values, and recent mission impacts, please visit:

- <https://www.riveredgenaturecenter.org/the-mission/>
- <https://www.riveredgenaturecenter.org/history/annual-reports/>
- Growing Wild: 50 Years of Riveredge - <https://www.youtube.com/watch?v=-9YVOGjihDY>