



WisCorps, Inc.
789 Myrick Park Drive
La Crosse, WI 54601

Now Hiring Headquarters Staff!

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| Position Title: | Visitor Services Coordinator |
| Position Type: | Full Time, permanent |
| Location: | La Crosse, WI |
| Starting Salary: | \$30,000 per year |
| Benefits: | Health, dental, 401k, six weeks of paid time off annually, seven paid holidays, parental leave, dynamic & fun work environment, opportunities for growth |
| To Apply: | Email cover letter & résumé to Tammy Schmitz at tammy.schmiz@wiscorps.org |
| Deadline: | Application materials must be received no later than 4:00pm CDT on Wed, July 14, 2021. |

Position Overview:

WisCorps, Inc. is a 501(c)3 organization headquartered at the Myrick Park Center in La Crosse, WI, that engages youth and young adults in two areas, conservation and environmental education.

The Visitor Services Coordinator strives to create long-lasting, meaningful relationships with our community and neighborhood. This position maintains a safe, equitable, and welcoming environment for our community to gather and to connect with nature through general building use and through facility rental.

The Visitor Services Coordinator promotes the mission and activities of the Myrick Park Center as the primary initial contact for visitors and guests. This position oversees the visitor on-site experience which includes directly managing reception and facility rental. The Visitor Services Coordinator position will develop and grow with the growth of the Myrick Park Center (MPC).

Duties and Responsibilities

On-site Visitor Experience

- Welcome visitors. Engage them to meet their needs, interests or curiosity about the Center and advance the Center's Mission
- Promote program participation, volunteerism, rental, and community involvement to visitors. Connect visitors to other staff members when appropriate
- Answer the phone in a friendly, professional manner and direct calls to the appropriate person
- Enforce visitor and building policies for children and adults
- Keep the reception area looking neat, clean, and professional and play a large role in ensuring visitor areas are kept the same
- Handle cash, checks, and credit cards for program payments and facility rental payments
- Ensure risk management practices for the building and areas of oversight are written, trained, followed, evaluated, and refined

Facility Rental

- Facilitate all rental inquiries and meetings/building tours with potential renters
- Coordinate all rental scheduling of the MPC using scheduling software
- Work directly with rental clientele before, during, and after their event
- Keep careful and accurate records of upcoming and past rentals and perform administrative functions of the facility rental program
- Ensure all events have scheduled event staff coverage and staff events as needed
- Organize and maintain rental related equipment (kitchen, AV, etc.)
- Create new resources for potential renters as needed
- Develop and manage packages for facility rentals including pricing, accommodations, and promotions
- Work with MPC Director and Marketing Director to develop annual marketing plan to increase bookings for weddings, banquets, and other event reservations. This may include advertising, public presentations, attending conferences, and/or social media presence
- Manage the on-call system and support on-call staff as needed or during incidents
- Success of the facility rental program is measured by earned income for the center, customer satisfaction, and exposure of renters and their guests to further the WisCorps mission.

Neighborhood Engagement

- Assist with visitor's experience projects related to signage and exhibits in cooperation with the MPC Director, Education Program Manager, and future program coordinator/manager roles
- Be involved with neighborhood engagement efforts
- Foster partnerships and relationships with local businesses, organizations, and community members
- Work with MPC Director, Education Program Manager, and future program coordinator/manager roles to engage and support our communities through various programs and engagement opportunities.

Supervisor Duties

- Hire, train, supervise, and schedule Event Staff to ensure all events are covered
- Train and oversee volunteer receptionists, assist them with reception duties, manage the front desk schedule and fill in at the front desk when volunteers or other staff are not available
- Manage or work closely with one to multiple AmeriCorps Member positions

Building support

- Work with WisCorps staff to coordinate room scheduling for internal programs and meetings
- Ensure on-site coverage is adequate and staff are assigned to cover business hours
- Maintain an environment for staff and guests that is both physically and emotionally safe
- Develop and implement operating and organizational systems and policies for the MPC
- Safeguard money; ensure revenue and petty cash is safe and secure
- Assist around the building as a member of the MPC Team with various tasks including: light maintenance/cleaning, light IT work, supply purchases and projects

Equity, Diversity, and Inclusion

- Be a leader within the organization and community for equity, diversity, and inclusion
- Continually create and support a culture of equity and inclusion at the Myrick Park Center
- Seek to remove barriers to participation and create a safe and welcoming environment for visitors and staff from communities traditionally marginalized in the conservation movement, including, but not limited to BIPOC, AAPI, LGBTQIA+, Hispanic/Latinx, and individuals with disabilities
- Lead with an anti-racist mindset and continually evaluate WisCorps policies and procedures to identify and refine or remove those that do not support equity, diversity, and inclusion

Qualifications:

Education

- High school degree or GED certificate; bachelor's degree in related field preferred

Experience

- Minimum 3 years' customer service experience
- Supervisory experience; minimum of two years' experience preferred
- Experience with event management and public relations preferred
- Experience working with volunteers preferred
- Computer skills; Microsoft Office and database experience preferred

Skills and Abilities

- Ability to work a flexible schedule of business hours plus weekends and evenings as needed
- Meticulous eye for order and cleanliness and willingness to clean the facility when necessary
- Exceptional aptitude for prioritization
- Ability to work independently and in a team setting
- Demonstrated ability to build relationships
- Excellent communication skills, actively seeks to close communication loops
- Highly self-motivated, organized, and detail-oriented
- A systems thinker who looks for ways to improve processes and ensure replicability
- Active seeker of feedback and understanding of its importance. Willingness to accept constructive criticism
- Demonstrated ability and desire to create and nurture a culture of equity, diversity, and inclusion
- Good driving record and a valid driver's license
- Ability to pass WisCorps and AmeriCorps criminal history check requirements
- Believes in the WisCorps mission and willing to implement WisCorps' policies and procedures

WisCorps provides equal employment opportunities without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran per applicable federal, state and local laws. We are committed to assuring equal employment opportunity and equal access to services, programs, and activities for persons with disabilities. If you have a disability and need to access information in an alternative format or need it translated to another language, please contact us by phone at 608-782-2494, by email at staff@wiscorps.org or Wisconsin Relay 711.