



## Visitor Services Weekend Manager

**Department:** Visitor Services

**Supervisor:** Visitor Services Director

**Schedule:** Part-Time (approximately 16-20 hours per week); Weekends Required.

**Hourly Rate:** \$18-\$20 per hour based on experience

### Summary

The Ljams Weekend Manager is an integral part of the Visitor Services team, ensuring smooth operations during weekends, including helping with events/rentals logistics, gift shop management, and quarry activities and most importantly, making sure that guests and participants have a wonderful experience at Ljams. This role requires a hands-on approach to overseeing day-to-day logistics and ensuring a positive experience for visitors, staff, and volunteers. The ideal candidate is organized, personable, and comfortable multitasking in a dynamic environment.

This is a part-time, year round position that has variable hours depending on event needs; Shifts will be all Saturdays and Sundays.

### Duties and Responsibilities

#### Operational Management

- Open and close the facility, ensuring that the nature center is ready for visitors at the start of the day and secure at closing time.
- Monitor visitor traffic and enforce safety policies and procedures.
- Manage facility cleanliness and functionality, addressing maintenance issues promptly.
- Oversee cash handling and reconciliation for admissions, gift shop sales, or other transactions.
- Get all opening drawers ready for Visitor Center, Quarry operations, and events

#### Visitor Relations and Customer Service

- Provide excellent customer service by welcoming visitors, answering questions, and offering information about the nature center, trails, programs, and exhibits.
- Handle complaints or conflicts in a professional and timely manner, escalating issues as necessary to the Visitor Services Director.
- Promote a positive visitor experience and encourage repeat visits.

#### Staff and Volunteer Supervision

- Supervise general weekend staff and volunteers, providing guidance and support as needed. Work together with other Ljams Managers to make sure weekend programming, visitation, pop-ups, etc. run smoothly.
- Coordinate and assign tasks to ensure adequate coverage and efficient operations.
- Assist in the training of new staff and volunteers in customer service, operational procedures and pop up volunteer opportunities.

## **Event and Program Support**

- Assist in the coordination and execution of weekend programs, events, or special activities.
- Provide support to special event and rental staff as well as event and rental managers by ensuring materials, spaces, and logistical needs are prepared.

## **Emergency Response and Safety**

- Act as the on-site lead for emergency response, including medical incidents, weather events, or facility evacuations.
- Maintain familiarity with emergency protocols and ensure staff and volunteers are trained in basic procedures.

## **Administrative Duties**

- Record and report sales, incidents, and other operational metrics to the Visitor Director.
- Ensure that informational displays, brochures, and signage are current and well-stocked.
- Provide feedback and suggestions for improving visitor engagement and satisfaction.

## **Front Desk/Gift Shop/Concessions/Quarry/Point-of-Sale System (POS)**

- In the event of front desk staff absences, staff front desk.
- Ring up gift shop sales, help guests with trail directions, prep concession items, etc.
- Assist with parking pass and membership information for guests daily.
- Answer calls- process call needs and forward them as necessary.
- Reconcile cash drawer each day at close of business and put money in a safe for bank deposit as needed.
- Other duties as assigned

## **Desired Skills and Abilities**

The ideal candidate must be responsible, detail-oriented, proactive and comfortable in and around large groups of people. Excellent customer service skills are required. Ijams is looking for a friendly and enthusiastic individual to join the Visitor Services team. Qualified candidates must be at least 18 years old and would ideally have:

- Working knowledge of computers and computer software including word processing, email, spreadsheets, and modern office practices and procedures.
- Ability to work in the Ijams POS system.
- Excellent written/oral communication and customer service skills.
- Experience operating and troubleshooting issues with visitors
- Ability to multitask while maintaining attention to detail.
- Ability to deal with difficult people and situations in a calm, professional manner, as well as, make decisions quickly.
- Flexibility, the ability to problem solve, and a sense of humor.
- Ability to work irregular hours/shifts on weekends as required.
- Ability to work independently as well as part of a team.
- Interest in environmental education or related fields is preferred, but not required.

## **Other Requirements**

- Valid driver's license
- Ability to pass training class and hold a current ABC Card issued by the Tennessee Alcohol and Beverage Commission.

## Physical Requirements

- Must be able to lift and carry or otherwise move up to 40 pounds.
- Must be able to traverse safely over uneven or irregular terrain.
- Must be able to work safely and effectively in outdoor environments in all weather conditions.
- Must be able to outfit yourself in proper clothing/gear to work in outdoor environments in the event of rain, snow, wind, high pollen count, heat, etc.
- Must be able to see and respond appropriately to potentially dangerous situations.

This position will spend about 15% of the time in usual office conditions and approximately 85% of the time being on your feet in indoor or outdoor situations.

## About Ijams Nature Center

Ijams Nature Center is a nonprofit nature center located on the banks of the Tennessee River near Knoxville's urban center. Its mission is to encourage stewardship of the natural world by providing an urban greenspace for people to learn about and enjoy the outdoors through engaging experiences. Ijams Nature Center manages 318 acres of land with more than 12 miles of trails, a large Visitor Center, Mead's Quarry lake, mountain biking trails, river access, gardens, and much more. People of all ages attend educational programs, including school field trips, family programs, summer camps, and adult workshops. Ijams Nature Center partners with Knox County and the City of Knoxville as well as with multiple agencies to provide outstanding educational offerings. Visit the Ijams website at [ijams.org](http://ijams.org) for current program information.

## Equal Opportunity Employment

Ijams Nature Center is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion, ethnicity, sexual orientation, gender identity, age, national origin, mental or physical disability, veteran status, or any other status or condition protected by applicable state or federal laws. These anti-discrimination policies also apply to volunteers and program recipients. Ijams Nature Center provides reasonable accommodations to all applicants and employees. Applicants with disabilities may request reasonable accommodation at any point in the employment process.

## To Apply

Send resume, cover letter, and three references (*will not be contacted without notice*) to Sarah Brobst, Visitor Services Director, at [sbrobst@ijams.org](mailto:sbrobst@ijams.org). Open until position is filled.