

Job Title: Visitor Experience Specialist

Location: Garden of the Gods Visitor & Nature Center, Colorado Springs, CO

Job Type: Full-Time, 30-40 Hours Per Week

Overview:

The Garden of the Gods Visitor & Nature Center is seeking a **Visitor Experience Specialist** to ensure a welcoming, clean, and safe environment for our guests. This role works closely with the Assistant Director and Director of Operations to support custodial tasks, promote high standards of cleanliness, and provide exceptional customer service. While you will not directly supervise staff, your leadership will be key in guiding the team to ensure efficient task execution and fostering a collaborative work environment. The ideal candidate will be an excellent communicator with a passion for customer service and creating positive visitor experiences.

Key Responsibilities:**1. Customer Service & Visitor Experience**

- Maintain a positive, empathetic, and professional attitude toward all visitors always.
- Respond promptly to customer inquiries, offering guidance and directing them to the appropriate staff or resources.
- Serve as a *public-facing representative*, assisting visitors with navigating the Visitor Center and providing excellent service.
- Address and escalate visitor concerns to the on-duty manager for prompt resolution, ensuring a seamless experience for all guests.
- Proactively engage with visitors, helping them feel welcome and providing relevant information.
- Assist with exhibits, such as the *GEO Trekker Movie*, and contribute to a positive experience for all guests.
- Identify customer needs and ensure satisfaction, striving to exceed expectations with every interaction.

2. Custodial Duties

- Maintain cleanliness throughout the Visitor Center, including restrooms, public areas, and exhibits.
- Pick up trash, empty waste receptacles, and ensure floors are clean and safe.

- Operate cleaning equipment and use cleaning chemicals safely and effectively.
- Conduct regular inspections to ensure cleanliness and safety standards are met.

3. Team Collaboration

- Assist the Assistant Director and Director of Operations in allocating custodial tasks based on workload and facility needs.
- Ensure tasks are completed efficiently and to a high standard.
- Help with daily operations, including opening and closing the facility.
- Foster a collaborative work environment to ensure the team has the resources and support needed to succeed.

4. Maintenance & Safety

- Support the maintenance and safety of the facility, ensuring timely repairs and upkeep.
- Adhere to health and safety regulations to maintain a safe environment for staff and visitors.
- Participate in regular preventative maintenance and safety inspections.
- Manage inventory of cleaning supplies and equipment, ensuring proper storage and availability.

Qualifications:

- High School Diploma or equivalent.
- At least 1 year of customer service experience.
- 1 year of experience in cleaning/maintenance, with a background in a lead or team-based role.
- Strong knowledge of cleaning procedures and maintenance practices.
- Excellent communication, organizational, and interpersonal skills.
- Ability to manage multiple tasks effectively in a dynamic environment.
- Knowledge of health and safety regulations related to cleaning and maintenance.
- Reliable attendance and punctuality.

Physical Demands:

- Ability to lift up to 50 pounds.
- Comfortable standing, walking, kneeling, crouching, and climbing stairs as needed.
- Ability to work both indoors and outdoors in varying weather conditions, including snow removal on a semi-regular basis.

Work Schedule:

- Availability to work 5 days per week, including weekends.
- We are currently hiring two people for this position. One position will require availability Sunday-Thursday. The other position will require availability Tuesday-Saturday.
- Business Operating Hours:
 - **Winter:** 9:00 AM – 5:00 PM
 - **Summer:** 9:00 AM – 6:00 PM (Memorial Day Weekend - Labor Day Weekend)
 - Closed on Thanksgiving, Christmas, and New Year's Day.

Compensation:

- **Hourly Rate:** \$16.00 - \$20.00 per hour (commensurate with experience).
- This is a non-exempt hourly position with potential to transition to a salaried role with full benefits after a 6-month probationary period, based on performance.