

ALASKA WILDLIFE CONSERVATION CENTER JOB DESCRIPTION

Title: Admissions Agent
Category: Full-time Seasonal
Reports To: Admissions Manager
FLSA Status: Non-Exempt

General Function

Responsibilities include: Inputting daily transactions of visitors, commercial tour operators, and special events participants; Accountability of money handling transactions within company policies without supervision; Ensuring visitors are aware of rules and policies upon entering campus; Opening and closing gates around the center in time with our hours of operation.

Major Activities (Typical Duties/Responsibilities)

- Ensures effective and clear communication with the Admissions Manager, as well as all other AWCC department managers and staff.
 - Ensures a productive, respectful, and positive work environment. Assists other departments as directed to ensure a team atmosphere.
 - Operates cash register; makes and records cash/Credit Card receipt transactions for daily sales, memberships, and commercial vouchers.
 - Ensures all money and vouchers are accounted for properly; assumes all responsibility for admissions bank/till. Responsible for complying with policies and procedures.
 - Familiarity with membership details and how to promote sales; actively promotes merchandise and offers all customers prompt service.
 - Assists in keeping the ticket booth and bathrooms clean and tidy always.
 - Performs other incidental and related duties as required and assigned.
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Required Skills/Abilities

- Ability to work in a team environment to help achieve AWCC's goals and objectives.
- Strong communication skills, both written and oral.
- Must possess a positive and respectful attitude.
- Excellent customer services skills.
- Exceptional work ethic, attention to detail and time management skills.

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- Highly proficient sales and cash handling skills.
- Ability to compromise, listen, learn, understand, and follow instructions and directions.
- Knowledge of admissions operations, including practices and techniques of transaction processing and cash handling. Previous QuickBooks experience preferred.
- Skilled in basic troubleshooting for operating a personal computer and utilizing a variety of computer software.
- Skilled in establishing and maintaining cooperative working relationships with other employees.
- Ability to work directly with the public, providing information and assistance as needed.
- Ability/willingness to learn and pass on to customers those areas of interest to visitors, such as local history, people, culture, geography, etc.
- Must be able to work a flexible schedule as needed.
- Proven ability to effectively work in a fast-paced, repetitive environment.
- Possesses organizational and time management skills and the ability to multitask efficiently.

PREFERRED QUALIFICATIONS (education, experience, skills)

- A minimum of 2 years of related experience.
- Cash handling in a fast-paced environment.
- A basic knowledge of the area and its surroundings.
- Current CPR and first aid certificates; drug testing may be required.
- Ability to follow instruction without supervision.

WORKING CONDITIONS

Constant sitting/standing with public interaction and communication; must be able to lift/move up to 50 pounds. The environment is very dusty with a need for constant cleaning. At times, Portage Valley can receive very high winds and prolonged amounts of rainfall. This is a non-smoking facility.

ACKNOWLEDGMENT STATEMENT

All employment with Alaska Wildlife Conservation Center is “at will.” This means that the employee or Alaska Wildlife Conservation Center may terminate employment at any time and for any reason. Management has the exclusive right to alter this job description at any time without notice. This document is not intended to exclude modifications consistent with providing reasonable accommodation for a disability, nor is it intended to be an employment agreement or contract.

While this job description describes the essential functions and qualifications of the position described, it is not intended to serve as a comprehensive list of all the duties performed by all employees in this job.

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Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-related duties.

By signing below, you are indicating that you have read this job description and understand the duties and qualifications for the job, that you have received a signed copy, and that your supervisor has discussed the job duties and expectations with you.

EMPLOYEE PRINTED NAME: _____

EMPLOYEE SIGNATURE: _____

DATE: _____

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