

POSITION/TITLE: Visitor Engagement Coordinator

POSITION TYPE: Full-time/Exempt



JOB SUMMARY

The Visitor Engagement Coordinator plays a key role in ensuring safe, enjoyable and memorable experiences for all at the historic Belle Isle Aquarium, Anna Scripps Whitcomb Conservatory and in other Belle Isle Conservancy (BIC) managed areas as needed. This position works cross-functionally to support both the visitor and volunteer experience, as well as general attraction operations. Primary responsibility will be to serve as a daily operational lead during public hours, providing the highest level of customer service to all visitors and volunteers. Secondary priorities will focus on supporting the BIC volunteer lifecycle of recruitment, onboarding, supervision and recognition.

Staff in this position must be friendly, approachable, able to troubleshoot quickly and willing to learn about Belle Isle and its history in addition to its programs, exhibits, and other activities. The position is on-site and includes weekends and holidays. This position is focused on meeting and exceeding the expectations of visitors and volunteers and is a significant contributor to supporting the world class reputation of Belle Isle as a nationally recognized destination and important Detroit community cornerstone.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Visitor Experience

- Serve as on-site operational lead for front of house operations when attractions are open to the public addressing emergency situations as needed
- Ensure that effective safety standards and practices are enforced to ensure the safety of staff, volunteers, the general public, and the animal/plant collections
- Maintain a positive and professional mindset in meeting the needs of staff, visitors, and volunteers and handle individual issues when needed
- Work closely with all Belle Isle Conservancy staff/volunteers, the Michigan Department of Natural Resources and appropriate board members to fulfill strategic island wide initiatives as assigned.
- Support and enhance a clean, safe, enjoyable and educational experience by actively engaging in the enforcement of superior customer service standards and facility appearance guidelines

Volunteer Management

- Support all efforts as it relates to the volunteer programming; volunteer recruitment, training, managing, engagement, recognition and retention
- Engage volunteers through activation (minimum of 1 shift) to CORE (50 hours in year)

- Train and supervise volunteers
- Ensure a high degree of volunteer connection through onsite interactions and other, individualized methods of follow-up
- Communicate regularly with volunteers using a variety of tools (create monthly newsletter, update volunteer portal landing page regularly, email, text, call volunteers as needed).
- Schedule volunteers in operational assignments, ensuring priority roles are 100% covered.
- Keep detailed records of volunteer information and assignments, audit volunteer hours and create reports in the Volunteer Management System (Volgistics)
- Coordinate and manage volunteers in support of BIC/MDNR special events; working collaboratively with other BIC departments and MDNR office to do so
- Provide operational support for the Keep Belle Isle Beautiful and Corporate Days of Service anti-litter campaigns.
- Assist with planning volunteer events including; appreciation, recognition and training.

OTHER RESPONSIBILITIES AND DUTIES

- This is a dynamic position and needs will fluctuate based upon the season, specific programming, and organization capacity. The BIC has limited staffing capacity and therefore it's essential for all team members to work across and support multiple departments and initiatives
- Maintain favorable appearance and functionality of public facilities, which includes cleaning and light maintenance as needed, among other duties
- An understanding of the BIC's culture and management practices and philosophy is essential to success in this position.
- Assist in Conservancy-wide programming initiatives, including fundraising events
- Other duties as assigned

QUALIFICATIONS

- High school diploma or GED
- 3+ years of customer service experience
- Driver's License
- CPR/First Aid
- Highly adaptable person who has the ability to go with the flow
- Enjoy working with the public, meeting new people and working with volunteers
- Highly organized and detail oriented
- Have customer service centered focus
- Strong communication skills
- Self starter who has minimal need for close supervision
- Positive, can-do attitude
- Willingness to learn quickly on the job

- Willingness to complete designated responsibilities

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Exposure to various in temperature, humidity or wetness
- Noise level in work environment can be loud
- Employee is regularly required to move about their work area, between buildings and the island grounds

SCHEDULE

The position requires on-site presence during operating hours (Wednesday through Sunday) from 9 am to 5 pm and other special events and programs as they are scheduled.

COMPENSATION

This is a full-time, exempt position, offering a generous benefit package, including paid time off. The annual salary is \$40,000.

To Apply

To apply, please send your resume and a brief statement of interest to careers@belleisleconservancy.org.

Belle Isle Conservancy (BIC) is an equal opportunity employer. We value a diverse workforce and an inclusive culture. BIC encourages applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, disability, and veteran status.