The Emerald Necklace Conservancy – a nonprofit organization dedicated to stewarding and improving for all the 1,100 acre linear park system in the heart of Boston connecting 13 diverse neighborhoods – seeks an energetic, outgoing and self-motivated professional to help staff its Shattuck Visitor Center, located in the Back Bay Fens.

August 2021

TITLE: Shattuck Visitor Center Weekend Assistant
DEPARTMENT: Development & External Relations
REPORTS TO: Director of Development & External Relations

POSITION OVERVIEW: Provides a welcoming environment and offers guidance to visitors and volunteers while maintaining high-quality customer service. Assists with diverse communications and administration tasks and other duties assigned as needed.

POSITION STATUS: Hourly weekend position to begin immediately through October 2021, with potential for extension into later fall.

RESPONSIBILITIES:
• Staff the Shattuck Visitor Center and the Emerald Necklace Conservancy phone line on Saturdays and Sundays, through October 31, from 10am to 4pm.
• Greet and welcome scheduled and ad-hoc visitors and volunteers on weekends.
• Respond to in-person and phone inquiries about the Emerald Necklace Conservancy, its programs and activities, and its exhibits and displays.
• Provide general information about Emerald Necklace parks, the work of the Conservancy, and contact information for relevant public agencies which maintain the Emerald Necklace.
• Assist as needed with tours provided by Conservancy Docents, including welcoming guests arriving prior to the tour start, etc.
• Assist as needed with weekend volunteer days in the Back Bay Fens, including welcoming guests to the Visitor Center and answering general questions.
• Collect and enter data about visitors. Encourage visitors to register for the Conservancy’s monthly e-news.
• Review Visitor Center exterior and public amenities on a regular basis for signs of wear and tear, graffiti, outdated information, etc.
• Perform light cleaning and maintenance duties such as disinfecting high touch surfaces, restocking map boxes, sweeping/raking entry and approach to building.
• Restock supplies and amenities for an optimal visitor experience.
• Follow and communicate COVID-19 safety protocols.
• Assist Conservancy staff on a variety of light administrative tasks, working independently during times when visitors are not present.
• Some evening availability for event staffing preferred.
• Follow safety/security protocols.

Perform other duties as directed or as needed.
QUALIFICATIONS:

Experience:
• 2+ years’ work experience, ideally in a customer service or retail environment.

Skills:
• Excellent interpersonal skills and customer service oriented with the ability to interact effectively with diverse visitors.
• Knowledge of Microsoft Office Suite of products (Word, Excel, PowerPoint, Outlook) preferred.

Physical Requirements:
• Must be able to provide proof of COVID-19 vaccination from an immunization source showing date(s) the vaccine was administered.
• Must be able to lift up to 40 pounds
• Must be comfortable being outdoors and working outdoors on occasion.

COMPENSATION:
• $15-$18/hour

NOTE: This is a seasonal position, and can begin any time, and typically ends on October 31, 2021, but may extend beyond this date.

TO APPLY:
Submit a cover letter and resume by August 31, 2021 to hr@emeraldnecklace.org with the subject “Shattuck Visitor Center Weekend Assistant.”

*Emerald Necklace Conservancy is an equal opportunity employer and seeks to recruit a diverse staff that reflects the communities served by the Emerald Necklace.*