



Welcome Center Manager Job Description

Astoria's Mission is to provide equitable access to natural resources for the education, well-being and sense of belonging for all.

Astoria's Vision is To provide a setting and experiences that uniquely foster community connection, compassion and healing for future generations.

Values: Integrity, Excellence, Trust, Generosity, Collaboration

Position Overview

The Welcome Center Manager provides critical support to Astoria Park Conservancy's (APC) leadership team through management of our Welcome Center staff and systems including the membership program, food and beverage program, staff training and scheduling, apparel program, inventory, reservation system, corporate sponsor soaking program, and point of sale system.

The Welcome Center Manager works closely with the Operations and Facilities Director to design and implement Welcome Center best practices and procedures using clear, concise, and consistent communication. This is a dynamic position which requires the ability to simultaneously manage multiple tasks through completion and a sharp eye for detail. A consistent, long term perspective is necessary when considering changes and improvements to Welcome Center best practices.

The Welcome Center Manager is a key position in the APC's ability to provide the highest level of mission-based customer service to our guests and members. It is imperative that the Welcome Center Manager approach their customer service and leadership duties with the utmost professionalism and a deep understanding of the effect their behavior and actions have on Astoria's impact and team. The Welcome Center Manager will provide important capacity to the leadership team through direct support of the APC's leadership team. This position takes place onsite at Astoria Park Conservancy, 8a-4p, Sunday-Thursday.

The Ideal Candidate Will

- Lead with kindness, empathy, and compassion
- Be detail-oriented with strong analytical and organizational skills
- Have excellent oral, written, and interpersonal communication skills
- Be computer literate and proficient with Google products
- Be able to lift 50 lbs
- Be able to work outside in all weather conditions
- Be able to research and learn new processes and systems
- Work effectively and efficiently within a team
- Have strong staff management skills
- Be passionate about health & wellbeing and community connectedness
- Have three+ years relevant experience
- Have strong customer service skills
- Lead by example
- Have experience working with reservation software

Leadership Team Support

- Welcome Center Manager reports directly to Operations and Facilities Director



- Welcome Center Manager works closely with the Facilities Manager on day to day hot springs and Welcome Center task management
- Welcome Center Manager maintains working relationships with
 - Executive Director
 - Events & Programming Director
 - Educational Programming Manager
 - Communications Manager
 - Accountant

Priorities

- Coordinate with Operations and Facilities Director on Welcome Center day to day operations
- Management of APC Membership Program
- Management of APC Food and Beverage Program (inventory, ordering, sales, stocking, etc)
- Hiring, firing and management of Welcome Center Staff
- Creation and management of Welcome Center weekly staff schedule
- Management of APC Welcome Center staff training (new hire and ongoing training)
- Management of Welcome Center staff duties
- Management of retail inventory and stocking
- Management of point of sale system and reservation software (Singenuity)
- Become APC point person for Singenuity relationship
- Coordinate with Operations and Facilities Director and Communications Manager on all aspects of APC retail program
- Customer service support

Welcome Center Responsibilities

- Implement Welcome Center best practices
 - Safety Protocols
 - Daily duties: opening, closing, and regular operations
 - Customer service duties
 - Creating and distributing weekly staff updates (including soliciting staff for content)
- Inventory
 - Manage retail purchasing in coordination with Operations and Facilities Director
 - Manage food and beverage inventory
 - Manage retail merchandise inventory
 - Manage retail and food and beverage program to maximize revenue in coordination with Operations and Facilities Director
 - Place food and beverage and retail orders as necessary (weekly, bi-monthly, monthly)
- Track and reorder Welcome Center office and cleaning supplies (coordinate with Facilities Manager as needed)
- Provide double-check of register and coordinate cash needs of Welcome Center
- Manage weekly bank deposits for Welcome Center/Development/Events/Programming
- Manage "hotsprings@" email
- Perform Front Desk Attendant duties as needed
- Provide emergency fill-in for Welcome Center Shifts
- Is certified in CPR, First Aid, AED, and TIPS alcohol service and cross-trained in guest services
- Winter plowing of parking lot: on-call, rotational shifts with other APC staff
- Manage weekly sorting and distribution of cash tips
- Strict management of finances in coordination with Operations and Facilities Director



Membership Program Responsibilities

- Support Welcome Center staff with tasks related to daily membership management in the WC
- Sell memberships
- Work with APC on design of membership program
- Lead the launch and implementation of membership program
 - Manage, track and report on membership sales
 - Create membership passes and/or member
- Manage “members@” email account and respond to member inquiries

Point of Sale and Reservation Systems Coordination

- Conduct monthly pass releases in coordination with the leadership team
- Add/remove staff to all relevant systems as part of on- and offboarding
- Support leadership team with implementation of new systems

Customer Service Support

- Conduct ongoing on-the-job staff training
- Design bi-annual staff retreat agenda in coordination with leadership team
- Respond to all customer service requests
- Respond to online reviews and comments

Staff Hiring and Training

- Hire, train, support, reprimand, and fire Welcome Center staff as needed
- Implement performance improvement plans as needed
- Create training schedule for new Welcome Center hires and provide onboarding support
- Train staff on
 - Reservation system
 - Point of sale system
 - Membership program
 - Welcome Center daily tasks and responsibilities
 - Retail receiving procedures
 - Food and beverage receiving procedures
 - Inventory and restocking

~ ~ ~ This is not meant to be an exhaustive list of all duties and responsibilities ~ ~ ~

Commitment, Compensation, and Benefits

- Salaried, full-time, year-round, exempt position with very competitive salary DOE
- Excellent medical, dental, and vision benefits plus supplemental insurance options
- 401k retirement plan with 4% match
- 14 days paid time off plus 11 select holidays
- Complimentary access to soaking & wellness classes
- Soaking benefits and discounts for friends and family

Astoria Park Conservancy is an Equal Opportunity Employer and considers applicants for employment without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, or veteran status.