



Position: Guest Services Naturalist

Supervisor: Managing Director

Details: Part-time, \$14+ per hour, Non-exempt, Seasonal

Schedule: Minimum 8 hours/week, up to 32 hours/week depending on availability

Note: Saturdays required; occasional Sunday availability desired; additional weekday hours available depending on candidate availability

Reflection Riding is seeking a dependable, outgoing, and enthusiastic **Guest Services Naturalist** to serve as the welcoming face of our organization. This public-facing position combines hospitality and front-desk duties with essential event and facility support, helping ensure that weekend programs and guest visits run smoothly and professionally.

While this is not a teaching role, the Guest Services Naturalist plays a key role in interpreting our mission, welcoming guests into the space, and creating a first impression that reflects our values as a conservation- and education-focused nonprofit. Saturday availability is required, and occasional Sunday availability is desired. Weekday hours may also be available for candidates interested in a broader schedule.

Key Responsibilities

Visitor Services & Public Engagement

- Greet guests and provide an orientation to trails, programs, and facilities
- Share information about Reflection Riding's mission, memberships, and events
- Serve as a friendly, knowledgeable representative of the organization
- Assist visitors with accessibility requests and general inquiries

Welcome Desk Operations

- Process admissions, donations, and retail sales using a point-of-sale system
- Maintain an orderly and inviting front desk and lobby area
- Answer phones, direct questions, and communicate with staff as needed
- Track basic visitor data and assist with event registrations

Event & Facility Support

- Set up and break down tables, chairs, signage, and other supplies for events
- Manage trash and recycling cleanup following programs or rentals
- Report any maintenance or facility needs and help keep the space clean and functional

Ideal Candidate Qualifications

- Strong public engagement and communication skills
- Experience in customer service, hospitality, or nonprofit operations preferred
- Reliable and punctual, with consistent Saturday availability
- Ability to lift and carry up to 50 lbs. and perform physical event setup tasks
- Self-starter who works well independently and stays on top of details
- Not required, but experience with Square, Eventbrite, or Asana is a plus; learning these systems will be essential for the role's operations and recordkeeping support
- Interest in nature, land stewardship, or environmental education is welcome

Physical Demands and Work Environment

The physical and work environment demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals to perform these functions.

This is an active, outdoor-facing role that requires regular movement across Reflection Riding's campus. The employee may hike up to two miles at a time with guests and must be able to remain focused and engaged throughout. The position involves lifting and carrying up to 50 lbs., navigating uneven terrain, and maintaining physical agility during programs and event support.

Nondiscrimination Policy

Reflection Riding Arboretum and Nature Center believes that equal opportunity is important for the continuing success of our organization. In accordance with state, federal, and local laws, RRANC intends to comply with all laws that preclude discrimination because of race, disability, color, creed, religion, gender, age, sexual orientation, national origin, ancestry, citizenship, military status, and any other protected classification.

This policy applies to all Reflection Riding activities, including, but not limited to, employment, selection of volunteers, purchasing, and selecting vendors or consultants. Reflection Riding defines discrimination as the denial of services, employment, or volunteer opportunities to any class of individuals in a manner that negatively restricts opportunities to that class.

To Apply

Please email your cover letter and resume to jobs@reflectionriding.org with the subject line "**Guest Services Naturalist**" Please use a PDF or Word document and save your file in the format LastName-FirstName.pdf.