



CREATING AN ENVIRONMENT FOR INSPIRING HUMAN POTENTIAL



POSITION | VISITOR EXPERIENCE SPECIALIST

POSITION DESCRIPTION

The Visitor Experience Specialist serves as the primary point of contact in the Lobby, welcoming visitors and sharing the JUMP mission. Visitor Experience Specialists play a vital role at JUMP as they may be the first impression and only interaction with guests. This individual is responsible for greeting guests, providing directions through the building, answering questions, assisting with the slides, and informing guests about upcoming programs and events. Reporting to the Visitor Experience Cultivator, the Visitor Experience Specialist works collaboratively with all JUMP team members to build and sustain a strong team culture at JUMP that supports the JUMP mission.

DUTIES AND RESPONSIBILITIES

- Greet guests visiting JUMP in a welcoming, positive and professional manner, and enter their reason for visiting JUMP into the Front Desk log.
- Answer incoming phone calls, answer visitor questions, and direct inquiries to appropriate JUMP Team member.
- Assist with JUMP Experiences, programs, slides, activities in the park, and community events.
- Maintain a working knowledge of operations at JUMP; i.e. programs, rentals, JUMP Experiences, tractor tours, and community events.
- Maintain security by following procedures for opening and closing the Lobby and issuing parking passes and visitor ID badges.
- Uphold a safe, clean Lobby area and report issues through FMX that cannot be readily fixed.
- Deliver mail and/or contact appropriate team member to pick up packages.
- Record and maintain Lost & Found.
- Perform general clerical/administrative duties including: photocopying, data entry and filing.
- Assist with volunteer JUMP Ambassadors and surprise and delight projects as needed.
- Assist with program and event set-up as needed to ensure proper decorations and arrangements of tables, chairs, food, signage, and AV equipment.
- Address parking requests and validation as needed.
- Support slide operations by explaining the slide rules and assisting with the proper approach to using the slides; ensuring a fun, safe, welcoming, and supportive slide experience.
- Demonstrates kindness, compassion, and empathy towards all visitors and slide participants, especially visitors who may be nervous or uncomfortable inquiring about JUMP and/or attempting the slide for the first time.
- Assist with the development of a Front of House manual as needed.

REQUIRED QUALIFICATIONS

- High school diploma or equivalent.
- Excellent customer service skills with the ability to manage customers in a courteous manner.
- Adapts easily to technology and software registration systems.
- Exceptional verbal, written, and listening skills with ability to convey the JUMP mission and hear commands in a noisy (slide) environment.
- Multi-tasks and works well under pressure.
- Possesses a positive and outgoing personality with attention to detail.
- Demonstrated problem solving skills with the ability to take initiative when necessary.
- Ability to work nights and weekends as necessary with advance notice.

PREFERRED QUALIFICATIONS

- Minimum 1 year of similar work experience in high traffic customer service environment.
- Experience working in and knowledge of non-profit organizations.
- Ability to sit or stand for prolonged periods of time in an outdoors environment with unpredictable weather when assisting with slides.
- CPR certified
- Bi-lingual in Spanish.

DISCLAIMER | JUMP is a start-up nonprofit organization; consequently, the position description listed above has been written to indicate the overall nature, essential duties, and responsibilities of the work to be performed. It may not contain a comprehensive record of all duties, responsibilities, and qualifications required as it is highly likely the job structure will evolve.

TO APPLY | Please submit a current resume and cover letter along with a completed JUMP application (located on our website at JUMPBoise.org <http://jumpboise.org/careers>) to careers@jumpboise.org with the position title in the subject line or by mail to 1000 West Myrtle Street, Boise, Idaho 83702. If you have any questions, please e-mail us at careers@jumpboise.org.