



McFADDEN NATURE CENTER
Donalsonville, GA

Welcome Center Manager Job Description

- Reports to: Executive Director
- Employment Status: Full Time (40 hours/week)
- This job is onsite in Donalsonville, GA.
- Please e-mail resume and cover letter to: Schelly@mcfaddennature.org
- **Applications accepted until October 15th, 2024**
- **Position starts November 2024**

Organization Overview

In 1999, Pat McFadden established the Lokchasassa Wilderness Project, a 1,260-acre Seminole County Garden of Eden to protect the native plants and wildlife. This Project was renamed after his death in 2008 and is now known as the McFadden Nature Center. The property now will be protected for perpetuity. The Welcome Center is tentatively planned to be open in December 2024, and the Nature Center is tentatively planned to be open by summer of 2026. www.mcfaddennaturecenter.com

Mission

To share and care for the land, air, water, and animals entrusted to us through meaningful environmental education, balanced conservation, and preservation, for the benefit of our community now and future generations.

Vision

Our vision is to share a responsibility to conserve and preserve our natural places and enhance appreciation and love for the land, water, and air that we share; to spark curiosity and joyfully share the quiet peace that comes from time and close attention to nature and our own human spirit; to link actions to hearts; to be a place to grow...for nature, for people, for community, for ideas, and for hope.

Values

- **Stewardship** – Pass it on. Considering what comes next in conservation and preservation that envisions a sustainable future for generations to come.
- **Educate** – To cultivate curiosity and create opportunities for study, observation, research, awareness, and lifelong learning.
- **Tranquility** – Encouraging quietness, peace, and harmony for enjoyment and health.
- **Respect** – For the bigger picture that includes but is not limited to, land, water, air, farming, plants, animals, birds, reptiles, insects, and artifacts.
- **Community** - Sharing responsibility through connections and partnerships for our watershed and land, whether it's in our backyards or farmlands, prairies, or forests.
- **Passion** – Excellence and enthusiasm in all we do, to the best of our ability. Asking ourselves - what is the next best thing?

Occupational Summary

This position is responsible for a wide range of forward-facing guest service elements of the new McFadden Welcome Center. This position will supervise one to two team members. This position will grow and change as McFadden is growing. They will be responsible for the day-to-day operation of the welcome center, which includes the following areas:

- **Visitor Engagement** - Welcome, assist, and sign in visitors, campers, and guests of all ages as they explore and participate in various activities.
- **Customer Service** - Serve the public, addressing and resolving visitor concerns. Communicate well with visitors of all ages and abilities. Orienteering guests to the McFadden property and taking payment from guests who want to rent a golf cart, giving clear instructions to guests on how to drive a golf cart as needed.
- **Daily Management** - Selling gift shop products using a point-of-sale computer-based system, managing retail camp store inventory, disc golf equipment, scorecards, golf cart rentals, managing RV and camping reservations online and in person, and assisting with special events. Ensure that golf carts are plugged in after they are returned, being aware of any maintenance issues or repairs that golf carts need.
- **Team Collaboration** - Work with your fellow McFadden team members to maintain the Welcome Center building, bathrooms at the Welcome Center and RV park, golf carts, disc golf course, trails in pasture and grounds around the welcome center and camping areas, and the grounds around the welcome center. Making sure trash cans are emptied daily.
- **Administrative** – Report sales daily and weekly. Create a monthly work schedule. Keeping track of and documenting routine maintenance on the welcome center, golf carts, RV Park, Camping areas, Disc Golf Course, and grounds around the Welcome Center.

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Qualifications

- Strong interpersonal communication skills and good phone etiquette.
- Commitment, reliability, and organizational skills.
- Experience in customer service or public-facing roles.
- Enthusiasm for environmental education and sustainability.
- Ability to work both independently and as part of a team.
- Ability to work with and build relationships with volunteers, community members, and neighboring property owners.
- Ability to read work orders, equipment maintenance manuals, employee handbooks, records, reports, maps, policies, labels, informational documentation, directions, instructions, methods, and procedures. Requires the ability to prepare daily work reports, notifications, and documentation.
- Must be computer literate, competent in Microsoft Office, emailing, and some social media management (answering customer questions that come through social media sites). Must be willing to be trained in other computer programs as needed.
- Ability to walk, stand for long periods, bend, stoop, push, pull, lift, climb, kneel, crouch, balance, finger dexterity, grasp, feel, and have moderate eye/hand/foot coordination levels.
- Must have reliable transportation.
- A willingness to learn new things and be trained in new tasks, skills and areas as needed is a must.

Experience

- At least 3 years of prior work experience (any field of work) and 3 years of guest services experience specifically.
- Some management and supervisory experience preferred.
- Practical knowledge of using Microsoft 365 (Word, Excel, PowerPoint, Outlook, Calendar, and Teams) and understanding basic point-of-sale software. Can be any point-of-sale system.

Time Commitment

- Wednesday - Sunday 9:00 a.m. – 5:00 p.m.
- Willingness to alter hours to meet the needs of the job

Salary

- \$35,000 - \$40,000 Annual salary range depending on experience

Benefits include:

- Earned Paid Time Off
- Paid Holidays:
 - New Year's Day
 - Independence Day (July 4th)
 - Thanksgiving Day
 - Christmas Eve Day ½ day
 - Christmas Day
- Medical Insurance 50/50
- Accidental Death Insurance

We're building a team of passionate people committed to fulfilling our mission and vision while inviting guests to escape into nature. If you are looking for a purposeful career in a beautiful setting, contributing to meaningful environmental conservation, recreation for visitors, and education programs then this is the opportunity for you.