Visitor & Business Services Assistant

Organizational Overview
The mission of the Aldo Leopold Foundation is to foster the land ethic through the legacy of Aldo Leopold. Based in Baraboo, Wisconsin, we manage, interpret, and preserve the renowned Leopold Shack and Farm (a National Historic Landmark), which receives thousands of visitors each year. Our care of this special place continues the Leopold family tradition while demonstrating on-the-ground conservation relevance for the 21st Century. Offsite, too, we reach regional, domestic, and international audiences through a variety of education and land stewardship programs. We impart Leopold’s land ethic as described in A Sand County Almanac—the book for which Leopold is most widely known—actively engaging educators, citizens, natural resource professionals, and landowners to improve land health in their own communities.

The Aldo Leopold Foundation headquarters is in an idyllic setting surrounded by 600 acres of foundation-owned property and an additional 16,000 acres managed collaboratively among public and private landowners as an Important Bird Area (IBA). The Leopold Center, constructed in 2007, is a LEED Certified Platinum “green” building that is home to the foundation’s office space and visitor center.

Position Summary
Visitor & Business Services Assistant handles the day-to-day tasks as they relate to visitation, front of house clerical tasks and general business functions including but not limited to greeting visitors, answering phones, order fulfillment and shipment, monitoring office supplies, conducting inventory and tasks related to accounts payable and receivables.

Position Impact Statements
- Serving as the primary point person for visitor interaction this position helps to create positive experiences and grow the organization’s community of interested and invested supporters.
- Supporting core administrative functions like the management of the front office and general bookkeeping processes this position ensures the organization is stable and functional.

Diversity Statement
The Aldo Leopold Foundation is an equal opportunity employer and recognizes that just as a healthy ecosystem depends on biodiversity, a healthy human society depends on cultural and social diversity. We are committed to expanding the conversation on land ethics by acting to achieve a rich diversity of staff, board, volunteers, members, supporters, and those we seek to engage with our programming. Please let us know in your application materials how you will help advance our values of equity, diversity, and inclusion.

Essential Duties: Visitor Services – 25-35%
- Welcome clients and visitors to the office and orient to exhibit areas, trails, and tour programming
- Increase number of on-site visitor conversions to members/renewals
- Help create and achieve annual sales goals
- Direct visitors to guest book for email acquisition
- Promote upcoming workshops, classes, events, cranes, calendar, etc to visitors
- Keep the visitor area/kiosk stocked with informational brochures and other supplies; re-print handouts as needed
- Process onsite bookstore sales and memberships
- Develop merchandise ideas

Essential Duties: Front Desk & Bookstore – 25-35%
- Answer phones and route calls to appropriate persons, take and deliver phone messages
- Process inbound/outbound delivery of mail and packages (UPS, USPS, FedEx)
• Run daily store close & drawer count reports
• Process cash donations box at end of month or as needed
• Process telephone and webstore orders; create new customers if needed for sales on account
• Issue refunds for webstore orders as needed (generally partial refunds for shipping fees/WI sales tax).
• Generate quarterly and annual visitor stat reports and revenue reports using QB POS
• Order bookstore inventory as needed
• Create new items in POS and in webstore
• Make inventory adjustments as needed to account for program use of inventory and misc ALF-produced items
• Physical inventory count of merchandise quarterly and at 09/30 (end of fiscal year)
• Assist with program prep, registration and bookstore sales during Expert Crane Programs

Essential Duties: Administrative – 25-35%

• Perform general bookkeeping duties, focusing on deposits (check deposit donations, A/R, webstore sales, PayPal & Stripe donations, ACH deposits from donors/employers).
• Review bank activity for deposits as described above and enter in QB Online as needed.
• Prepare monthly sales reports in QB POS & QB Online and do journal entries to assign Class code to sales and adjust inventory balance.
• Prepare quarterly sales tax report and pay taxes on-line.
• Generate and send invoices for sales on accounts and grants
• Maintain office equipment, track office supply inventory, place orders when needed and develop professional vendor relationship
• Perform various clerical tasks as needed (file papers, organize supplies, etc.)
• Assist Executive Coordinator with board meeting logistics
• Other duties as assigned

Job Expectations, Knowledge, Skills, Abilities

° Previous cash handling experience
° Adept in the use of office equipment (printer, copier, phone systems, computers)
° Clear, professional written and verbal communication
° Friendly, positive nature with an ability to engage guests and visitors
° Significant attention to detail
° Ability to organize and manage multiple projects, and tasks simultaneously (including prioritization, tracking and coordinating activities, setting and adhering to deadlines).
° Foresight and anticipation of needs
° Adaptability and flexibility as priorities change

Preferred

° Familiarity with QuickBooks Online & QB POS software and Microsoft Office Suite.
° Understanding of general finance and budgeting
° 2+ years working in a similar position
° Interest working for a non-profit and in the environment/conservation

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this position.

While performing the duties of this job the employee is regularly required to sit; use hands to finger, handle or feel, reach with hands and arms, talk and hear. The employee is occasionally required to stand and walk and must be able lift and/or move up to 40 pounds. Vision abilities required for this job include close vision, distance vision, depth perception, and ability to adjust focus.
Compensation and Benefits
Pay range: $36,000-$38,000 annually depending on education and/or years of related work experience, with benefits including health, dental, vision, life/AD&D, and short-term disability insurance, SimpleIRA retirement plan (when eligible), Health Savings Account, and paid time off (vacation, floating holidays, and sick leave).

Hours and Schedule
Full-time; Exempt
M-F; Staff front desk 4 days/week; 1 day/week away from front desk
Some Saturdays may be required

Position Reports to: Executive Coordinator

Application Instructions
Please send a cover letter and resume to janstett@aldoleopold.org. Use the subject line “Visitor & Business Services Assistant.” References will be required for top applicants. Applications will be reviewed as received with a goal of filling no later than March 29, 2021.

The Aldo Leopold Foundation provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability status, protected veteran status, or any other characteristic protected by law. In addition to federal law requirements, ALF complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.