



Guest Relations Specialist

Job description

Reports to: Operations Director

Classification: Full-time, non-exempt

Osprey Wilds (OW) is a public, non-profit 501(c)(3) environmental learning center and conference & retreat center located on Grindstone Lake near Sandstone, Minnesota. Our mission is to instill a connection and commitment to the environment in people of all communities through experiential learning.

General Statement of Position:

As the face of Osprey Wilds, the Guest Relations Specialist sets the stage for positive guest experiences. This position is tasked with greeting guests and providing an immediate welcoming and professional impression. The role extends beyond merely a receptionist; this position acts as a brand ambassador, often being the first to troubleshoot guest issues/needs, or direct guests to the appropriate staff person.

Primary Duties and Responsibilities:

Hospitality

- Answer phones/route calls
- Respond to general email inquiries/route to appropriate staff
- Greet and assist guests/groups/liaison some groups
- Maintain brochure racks and posted flyers – print, fold and stock
- Take reservations/registrations by phone
- Answer questions in regards to programs and events via phone or email

Office Administration

- Order routine supplies and maintain postage
- Inventory and maintain supply closet
- Maintain copier - order supplies, correct minor errors and call for service
- Support programs by printing and assembling packets, registration items and resources for a variety of programs
- Process bulk mailings
 - Create mailing labels or mail merge and print directly onto mailing piece
 - Print, fold and cut brochures/flyers or post cards for mailing
- Process incoming and outgoing mail

CRM (database) Management

- Input new contact along with update existing contacts' information
- Create registration for OW events
- Run reports for registration, dietary needs, etc.
- Create workflows containing confirmation and participation packet

**Gift Shop**

- Cashier for school groups, retreats and conference groups
- Stock, organize and price store items
- Assist with purchasing store items

Additional Duties and Responsibilities:

- *Teamwork:* be an active staff member of the operations team
- *Administrative assistance:* Help others staff with tasks to help further our mission.

Minimum Qualifications:

- Customer Service experience
- Database management experience

Preferred Qualifications:

- Passion and knowledge for our environment
- Strong communication, organizational and time-management skills

Compensation & Benefits

- 17.00 per hour (35 - 40 hours weekly)
- Annual 15 days PTO and 11 floating holidays
- Optional medical, dental, vision and life insurance
- Earned Sick and Safe Time
- Minnesota Paid Leave
- Employee Assistance Program
- 20% off facility rental, 25% off in our gift store and 50% off Osprey Wilds programs
- Free meals while working
- 3% retirement contribution
- Annual professional development allotment

To apply, please send your resume or application to: Jill Rudolph, Operations Director
Email: rudolph@ospreywilds.org Phone: (320) 245-2648