



Alaska Wildlife Conservation Center

Admissions Clerk Position

Position : Admissions Clerk

Status : Full-time, Seasonal

Reports To : Admissions Manager

FLSA Status: Non-Exempt

This position is responsible for daily transactions for AWCC visitors in the admission booth. Admissions duties include greeting visitors, correctly inputting daily transactions of individuals, commercial tour operators, cash handling, daily cleaning tasks, operating gates, handling high volume of guests, relaying rules and regulations of facility to all guests and special event participants.

JOB DUTIES

- Performs customer purchasing transactions for admissions items, special events, or tours.
- Informs arriving guests about the center.
- Ensures effective and clear communication with the Admissions Manager, as well as all other AWCC department managers and staff.
- Responsible for complying with policies and procedures.
- Operates cash register; makes and records cash/Credit Card receipt transactions for daily sales, memberships, and commercial vouchers.
- Ensures all money and vouchers are accounted for properly; assumes responsibility for bank/till; oversees daily closing duties, including nightly deposits and money drops.
- Familiarity with membership details and how to promote sales.
- Actively promotes merchandise and offers all customers prompt service.
- Maintains a friendly, knowledgeable and courteous demeanor.
- Ensures a productive, respectful, and positive work environment. Assists other departments as directed to ensure a team atmosphere.
- Assists with opening or closing procedures.
- Keeps workspaces neat and orderly; assists with hauling supplies to/from retail location.
- Ensures visitors are aware of rules and policies upon entering campus.
- Accountability of money handling without supervision.
- Opening and closing gates around the center in time with our hours of operation.
- Performs other incidental and related duties as required and assigned.
- Keeping assigned work area clean and completes daily cleaning tasks.

NECESSARY SKILLS

- Ability to work in a team environment to help achieve AWCC's goals and objectives.
 - Excellent communication and customer service skills; ability to compromise, listen, learn, understand, and follow verbal and/or written instructions and directions.
 - Must be able to work a flexible schedule as needed, including weekends.
 - Knowledge of admissions and retail operations, including practices and techniques of transaction processing and cash handling. Highly proficient sales and cash handling skills.
 - Proven ability to effectively work in a fast-paced environment.
 - Skill in establishing and maintaining cooperative working relationships with other employees.
 - Ability to work directly with the public, providing information and assistance daily.
 - Ability/willingness to learn and pass on to customers those areas of interest to visitors, including knowledge about the animals, local history, people, culture, geography, etc.
 - Must have quick and efficient problem-solving skills.
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QUALIFICATIONS

Minimum:

- High school diploma or equivalent, AND
- One-year retail sales or cash transaction experience.
- One-year customer service experience.
- Valid Driver's License.

Preferred:

- Current CPR and first aid certificates; drug testing may be required.
 - One-year cash handling experience in a fast-paced environment.
 - Ability to follow instruction without supervision.
 - Excellent customer service skills.
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WORKING CONDITIONS

Constant sitting/standing with public interaction and communication; must be able to lift/move up to 50 pounds. The environment is dusty with a need for constant cleaning. At times, Portage Valley can receive very high winds and prolonged amounts of rainfall. This is a non-smoking, non-vaping facility.