



Montana Natural History Center

Connecting People with Nature

120 Hickory Street
Missoula, MT 59801
406.327.0405
www.MontanaNaturalist.org



Position Title: Front Desk Administrator
Position Category: Temporary / Seasonal (30 hours/week, May - September)
Schedule: Tuesday - Saturday, 30-33 hrs/week
Start Date: May
Salary: \$15.00/hr
Supervisor: Collections Manager

WHO ARE WE?

At the Montana Natural History Center (MNHC), we believe nature-based education inspires connection to the outdoors, a love for the natural world, and in turn, stewardship. Put another way, our mission is to *promote and cultivate the appreciation, understanding, and stewardship of nature through education*. To achieve this mission, MNHC offers a wide range of programming to children and adults in Missoula and throughout Montana:

- Our Visiting Naturalists in the Schools program delivers an innovative, engaging curriculum for 4th-5th graders throughout the school year.
- We run and oversee the Montana Master Naturalist program in partnership with other organizations.
- Our museum features interpretive exhibits and gardens highlighting the natural history of Montana.
- We host distance learning programs for both youth and adults.
- Our staff lead adult classes on nature writing and natural history topics and lead guided outdoor programs.
- We run exciting summer camp and STEEM programs for youth in grades Pre- K through 8.
- We publish the *Montana Naturalist* magazine and partner with Montana Public Radio to produce the *Field Notes* radio program.

Here at MNHC, connecting to nature is not a luxury, but a necessity. We strive to build capacity and fundraise. Doing so enables us to help serve all Montanans in our region and to engage our large community in MNHC programs.

WHO ARE YOU?

We value the benefits a diverse staff can bring to our organization. Whether you're an urbanite or mountain connoisseur from the east coast, west coast, North Pole or Mars, you'll fit right in. Though we come from different places, the MNHC family is bonded by a deep commitment to our mission.

ABOUT MISSOULA

Missoula is a serene mountain town tucked away in the Northern Rockies of Montana, an outdoor enthusiast's dream! There are over 60,000 acres of wilderness to explore just minutes from downtown. Missoula's outdoor recreation opportunities make it an excellent location for getting outside. Enjoy hiking, kayaking, cycling, floating, backpacking, skiing, climbing and more! Missoula has incredible local restaurants, shops, live music, and arts and culture events. It is full of families, students, and people who appreciate and care for the outdoors!

Scope of Position:

The Front Desk Administrator receives the visiting public and provides customer service to MNHC patrons. They oversee the cleanliness and opening and closing procedures for the Center. This position also provides



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administrative support to Montana Natural History Center programs and management staff.

I. Specific Responsibilities:

Reception

- Have and share knowledge of current MNHC exhibits, programs, visitor services, and MNHC’s mission to the public
- Ensure exhibit area is clean and ready to receive visitors
- Daily opening and closing of the museum
- Maintain signage
- Greet and intake Center visitors and admission
- Be knowledgeable about MNHC’s volunteer opportunities and promote them to interested patrons
- Promote MNHC membership and provide information on membership benefits
- Assist the development department in communicating with donors and identifying potential donors.
- Answer incoming phone calls, check the general message mailbox and email, and forward messages when necessary
- Track and report visitor numbers and information
- Promote, inventory, and process sales for the MNHC gift shop
- Other duties as assigned

Administrative Duties

- Assist with scheduling Museum Field Trips, room rentals, Summer Camp reservations, and other requests in registering for programs
- Process and distribute mail daily
- Order office supplies
- Reconcile the cash drawer on a regular basis
- Register patrons for programs and memberships; including payment processing, refunds, and assistance with online registration management
- Intake of volunteer forms, volunteer interviews, and background checks
- Train volunteers on front desk duties on an as-needed basis
- Assist with mailing tasks associated with various MNHC programs, operations, and events
- Other duties as assigned
- Be familiar with and actively update MNHC calendars as needed
- Assist in simple building management and maintenance tasks.

Museum Upkeep

- Regular stocking of restroom consumables and paper products
- Sweeping, dusting, and sanitizing touchable surfaces



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- Classroom upkeep, cleanliness, and organization of furniture, supplies, and layout
- Responsible for recycling and composting programs
- Keeping windows clean between commercial window cleanings
- Bookcases in classrooms are in an organized and appealing manner
- Keeping museum interactivity areas stocked with materials
- Other duties as assigned

Minimum Qualifications & Requirements:

- Strong written and verbal communication skills
- Exceptional public relation skills
- Ability to work well independently and in a team
- Flexibility and dependability
- Ability to think creatively and problem-solve
- Administrative office experience preferred
- Retail point-of-sale experience preferred
- Desire to speak and work with the public

To apply: Send a resume, list of professional references, and separate cover letter detailing your interest and experience to:

Alyssa Cornell
Collections Manager
Montana Natural History Center
120 Hickory Street, Suite A
Missoula, MT 59801
acornell@montananaturalist.org

Questions may be directed to Alyssa Cornell at 406.327.0405

The Montana Natural History Center is committed to building a diverse community which is inclusive of people from all backgrounds. The Montana Natural History Center does not discriminate on the basis of race, color, religion, national origin, gender, disability, age, citizenship status, genetic information, marital status, sexual orientation, mental illness, or physical illness. This nondiscrimination policy applies to employees, volunteers, participants, and all aspects of our operations.



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