



Job Title: Program Assistant

Department: Reservation Stewardship

Reports to: Director, North Country Properties

Salary Range: \$15 per hour

Exempt/Nonexempt

Full time/Part time (22 hrs/wk)

Temporary yes/no

Position Summary:

The Program Assistant is responsible for all aspects of the web site mail order business and event rentals and is often the first impression of the Forest Society to potential customers. The Program Assistant must be confident, knowledgeable and articulate in order to build trust and positive relationships with individuals inside and outside of the organization. The Program Assistant will also assist with the administration of the Volunteer Program, and school educational programs such as Forevergreen, Christmas, and Maple.

Essential Duties and Responsibilities:

- Handle phone orders for the gift shop and customer inquiries on orders including:
 - Process orders by phone, fax or email and distribute information as needed
 - Implement pricing, terms and shipping methods based on predetermined budget
 - Track shipped orders and resolve customer complaints regarding order status, credit and shipping problems with exchanges or price adjustments as required
- Manage events including:
 - show the property
 - explain rental policy and pricing
 - coordinate staff coverage for the event
 - provide supervision and problem solving for event staff
- Assist with programs including:
 - Set-up, scheduling and delivery of school programs for Christmas, maple and ForeverGreen
 - Help to create and deliver educational Agri and Eco Tourism programs
- General administrative support including:
 - Create forms and letters
 - Compile data for budgeting and financial reports using accounting system
 - Communicate with customers, visitors and staff in an articulate, professional and friendly manner, particularly in difficult situations
 - Maintain a positive image for the Forest Society while furthering its goals and objectives
 - Provide support to the volunteer program
 - Assist with administrative work including timesheets for temporary staff
- Other duties as assigned

Contributions/Outcomes:

This position is crucial to the experience the public has at the Rocks, and on their impression of the Forest Society. It's imperative that everyone is treated with respect, fairness and integrity. Events and mail order fulfillment need to be done efficiently and accurately.

Qualifications and Skills required:

- Excellent verbal and written communication skills.
- Keen attention to detail
- Good organizational skills, the ability to work independently and exhibit good judgement
- Establish and maintain professional working relationships with staff, partners, vendors and customers.
- Proficiency in Microsoft Word and Excel
- Basic knowledge of office equipment including cash registers.
- Ability to work effectively under pressure and meet deadlines with frequent interruptions
- Positive attitude
- Experience with accounting software (QuickBooks preferred)

Working Conditions:

Most work will be done in an office with some outdoor duties when the need arises.

Physical Requirements:

The ability to lift and move a minimum of 20 lbs. to pick up mail order products, and other supplies. The ability to stand and navigate uneven ground while walking on the property. Sitting in front of a computer for extended periods of time.

Direct Reports:

Occasionally Volunteers and temporary staff


Approvals

Manager:

Date:

Human Resources:

Date:


7/14/2017

Last Reviewed: