

# Stonerose Seasonal Assistant Job Description

## **IDENTIFIES VISITORS NEEDS**

- Asks questions in a friendly, non-intrusive manner to establish a personal rapport
- Determines their needs for service

## **HELP VISITORS who are here to dig**

- Greeting and guiding the customer through the 'sign in' process
- Completing the admission process
- Giving the oral presentation on how to hunt for fossils
- Assisting visitors at the fossil site
- Attending to the customer when they return to the center with their fossils
- Sending them on their way with good will and a desire to share their experience

## **PROVIDE INFORMATION**

- Provide local information regarding
  - Maps and directions
  - Recreational activities
  - Historical information
  - Retail, Restaurant, and hotel information without bias
  - Other
- Provide information regarding
  - Inventory items ("what is selenite?")
  - Fossil finds that have been donated
- Research the answer if you don't know

## **OFFICE ETIQUETTE**

- Answer the telephone professionally
- Take telephone and other messages and convey them clearly and completely
- Leave work spaces and common areas how you found them, and better if appropriate

## **MAINTAIN RETAIL INVENTORY**

- Keep inventory, shelving, and displays clean
- Restock sold items as soon as possible
- Anticipate customer needs
- Communicate buyers lack of fulfillment to director ("I'd buy green thingamajigs if you had them")
- Create reorder lists
- Properly label and price

**MAINTAIN FACILITY**

- Clean all surfaces daily
- Check and clean restroom regularly
- Empty garbage daily

**MAINTAIN GROUNDS**

- Pick up garbage.
- Patrol facility grounds and keep clean and tidy
- Water the lawn, report irregularities

**MAINTAIN FOSSIL SITE**

- Open and close the site
- Clean cracking benches off
- Remove debris
- Pick up garbage
- Patrol facility grounds and keep clean and tidy
- Check and sanitize porta potty
- Report irregularities promptly

**IMPROVE PROFESSIONAL AND TECHNICAL KNOWLEDGE**

- Attend workshops, review professional publications, establish personal networks

**MAINTAIN OPERATION AND DOCUMENT DAILY OPERATIONS**

- Record daily tasks on timecard
- Suggest changes or needs