



Department of Recreation and Parks  
BUREAU OF PARKS AND PROGRAM SERVICES

**JOB TITLE:** NATURE CENTER FACILITY LEADER I

**BRIEF DESCRIPTION:** Howard County Recreation and Parks operates the Robinson Nature Center. This position performs intermediate level recreation services work ensuring the safe and efficient operation of the Center. This position provides support to the Facility Leader II and to full-time staff of the Center. This position will assist in providing customer service and support for center operations. Center hours are Wednesday-Sunday, weekend and occasional evening work is required.

**DUTIES:**

- Assist with Activenet membership, entering seasonal programs and program registration
- Performs opening and closing duties as assigned
- Greet all visitors, directs guests around the Center based on their interests or purpose for visiting
- Daily monitoring of Center voicemail and directing messages to appropriate party
- Makes phone calls as directed contacting participants with cancellations, program updates and maintains program wait lists. Performs refunds when necessary.
- Set up and take down of equipment for non-package rentals
- Create and maintain permits for Naturalist Birthday Party rentals
- Answers a multi – line phone and directs calls to the appropriate coordinator
- Use multi channel scanning County radio
- Provides marketing and program promotion to walk in customers. Create small flyers with event information and keep whiteboards up to date.
- Keep outside and inside kiosks and classrooms stocked with appropriate literature
- Performs data processing including program attendance, rental attendance and special event attendance
- Assists with gift shop sales, product placement, ordering and inventory
- Assists with Touch Tank maintenance and Touch Tank public hours when needed
- Maintains community calendars with RNC programs
- Maintain cleanliness of Discovery Room, Legacy Room and front Lobby
- Communicates clearly and courteously with the public and coworkers including issues that could affect public safety
- Works closely with Naturalist, Program Manager and Volunteer Coordinator to conduct efficient registration and program/special event check ins
- Performs other duties as assigned to ensure the smooth operations of the center
- File permits and other paperwork
- Assists with completing center forms
- Monitors center patrons and enforces center rules
- Wear Recreation and Parks shirt and nametag
- Be trained in the use of the AED, CPR and First Aide

**QUALIFICATIONS:**

- Must have basic knowledge of nature center operations
- Possess good communication skills
- Be flexible, reliable, responsible and enjoy working with the general public
- Must be able to lift 40 pounds
- Must be at least 18 years of age and possess a high school diploma or GED equivalency

**RATE OF PAY:** Contingent – Paraprofessional - \$10.00-13.00 / hour  
Salary commensurate with experience

12/06, 11/07, 02/11, 5/13, 3/15, 11/17