



Summer Internship – Volunteer and Visitor Services

Position Summary: The goal of this full-time, seasonal position is to develop skills to become environmentally responsible mentors for the urban Milwaukee community. Interns will experience the “nuts and bolts” of running a dynamic, fast-growing nonprofit organization with branches in Riverside Park and Washington Park, including: 1) ensuring the UEC programs and operations have adequate volunteer support, 2) ensuring a positive experience for visitors by helping to coordinate the reception area, equipment lending, building rentals and visitor’s experience initiatives, 3) assisting with visitors, programs and general operations and 4) other projects as needed.

Qualifications: High school diploma or GED and some college course work are required. Excellent oral and written communication skills are needed, along with a warm, friendly and outgoing personality. Applicants should be well organized with an attention to detail, able to commit to quality customer service, and familiar with using computers, audio-visual systems, printers and copiers. Physical ability with reasonable accommodation required for various activities, such as lifting bikes (25 pounds) 3 feet high out of bike racks.

Compensation: \$2,000

Closing dates: Applications are being accepted immediately and are processed on a rolling basis, so early application is strongly encouraged. Final application deadline is Sunday April 1, 2012, and applicants should be notified by mid-April.

Internship duration: Wednesday, June 6, through Friday, August 17, 2012

Primary Responsibilities

Volunteer Coordination

- Works closely with the Volunteer Coordinator and Executive and Human Resources Assistant to give orientations (presentation, tour, and assistance in filling out applications)
- Processes volunteer applications (including background and reference checks), assists in matching talents to tasks, enters constituent information into Raisers Edge (database), and communicates with applicants by phone and e-mail in a friendly and professional manner.
- Helps with coordination and supervision of volunteers

Visitor Services

- Reception Desk: welcomes visitors, promotes the UEC to guests, trains new volunteers, directs phone calls, enforces visitor and building policies and keeps reception desk areas neat, clean and professional

- Equipment Lending: helps to coordinate equipment lending at Riverside Park, a unique membership benefit where members can borrow any outdoor adventure equipment for free for up to three days
- Building Rentals: coordinates communications and mailings with renters in order to provide quality customer service with the option to assist as a rental attendant in the evenings and on the weekends

Training: On-site training for all the above is ongoing throughout the internship.

Reports to: Visitor Services Coordinator

The Urban Ecology Center serves a socially and culturally diverse audience. We strive to build a team of employees with similar richness in culture and experience. To complete an online application, be prepared to attach 1) a letter of interest, 2) three references and 3) a resume. Questions about the application can be directed to Nancy Spransy: nspransy@urbanecologycenter.org.

To obtain organizational information check out our website at www.UrbanEcologyCenter.org.

For further information, please contact Tim Vargo by phone (414) 964-8505 x 116 or by email: tvargo@urbanecologycenter.org.