



Customer Service Representative

The Discovery Center Customer Service Representative is a corpsmember position. The Customer Service Representative will be responsible for working with visitors in the Adventure Outpost at the Big Bear Discovery Center, to conduct sales, answer phone inquiries, and dispense information. This position also includes computer data and entries along with working in other areas of the Discovery Center to assist with set-up, programs, and maintenance.

Job Duties:

- Sell concert tickets, SCMF memberships, snacks, and other sale items in the Adventure Outpost.
- Answer phone calls from the public
- Dispense information regarding hiking, camping, concerts, memberships, etc. to visitors
- Enter database information into Google Drive or Excel spreadsheets.
- Process memberships
- Create and post social media entries for SCMF programs.
- Enter event data on SCMF website
- Create fliers, signs, etc. for programs and events
- Assist with general needs around the Discovery Center such as set-up, maintenance, area sweeps, etc. when requested
- Feed/water/clean animal enclosures (tortoise and snakes)
- Assist, help and cooperate with other SCMF staff to meet the goals of the SCMF

Corpsmember Position Requirements: The Southern California Mountains Foundation Urban Conservation Corps offers young men and women the chance to better their lives. Corpsmembers serve in the Southern California Mountains and become employable citizens through hard work in environmental conservation. Meaningful projects build valuable workforce skills that increase job readiness. The Customer Service Representative is required to be 18-25 years old and will be asked to sign a corpsmember contract.

Position Reports to: Environmental Educator and Program Coordinator

Reporting Location: Big Bear Discovery Center, Fawnskin, CA

Qualifications:

1. Position open to 18-25 year olds
2. Experience serving the public
3. Experience working with computers
4. Physically capable of repeated bending, squatting and lifting 50 lbs.
5. Capable of working in adverse outdoor conditions
6. Positive attitude
7. Possess problem solving skills
8. Excellent verbal and written communication skills
9. Self-motivated and capable of working independently
10. Flexibility in working with shifting priorities
11. Driver's license and excellent driving record



12. Be subject to criminal background check
13. Vehicle to drive to project sites; mileage is reimbursed

Pay Rate: Full-time 12 Week Position (June – September) with possible extension: 40 hours per week at \$10.50/hour. Weekend work is required; tentative schedule Thursday - Monday; 8:00am-5:00pm

How to apply: Send resume, cover letter and three references to Wendy Craig. Position is open until filled.

Wendy Craig, Discovery Center Manager, at wccraig@mountainsfoundation.org

The Southern California Mountains Foundation is an Equal Opportunity Employer