



## Visitor Engagement Specialist 2026

### **About The Ridges Sanctuary**

As a leading voice for conservation action, the mission of The Ridges Sanctuary is to promote positive environmental behaviors through impactful educational experiences, land protection and management, and ecological research. The Ridges was established in 1937 after Albert Fuller, then Curator of Botany at the Milwaukee Public Museum, began spending a significant amount of time surveying the landscape. Fuller spearheaded a grassroots movement to protect this incredibly diverse property and establish Wisconsin's oldest member-based land trust. This grassroots movement still drives the organization today. The Ridges Sanctuary now protects 1,700+ acres of the Midwest's most biologically diverse ecosystems and serves as a leading voice for conservation action in the region. Our campus features 5 miles of rustic trails, rare wildflowers, historic Range Lights, indoor exhibits, and an accessible boardwalk among more.

Joining our team means becoming part of an organization committed to creativity, teamwork, and excellence. Our goal is to foster a supportive and inclusive work culture where every team member can thrive and contribute to our ongoing success.

### **Position Summary**

This position is a vital part of the daily operations of the Ridges Sanctuary. The Visitor Engagement Specialist is the first point of contact for visitors and members to the Cook-Albert Fuller Nature Center. Each day, this position answers questions, shares the rich cultural history and natural history of The Ridges with visitors, and facilitates a meaningful volunteer experience for our reception desk volunteers. This position is hired by the Director of Operations. This position is 32 hours per week and can be year-round or seasonal. Staffing the front desk at least one weekend day per week may be required.

### **POSITION RESPONSIBILITIES**

#### Visitor/Member Relations

- Interact, assist and answer visitor questions pertaining to The Ridges, the Nature Center, and exhibits
- Serve as a point of contact for hikers, including those taking guided and self-paced hikes
- Answer incoming calls and transfer or pass on messages as appropriate
- Process memberships for those interested in becoming a member
- Assist visitors with Nature Store purchases

## Volunteers

- Create a positive work environment that empowers front desk volunteers to help coordinate all the needs of managing the front desk and exhibit area.
- Help establish effective communication material and systems to keep front desk volunteers informed
- Support the scheduling of volunteers
- Assist volunteers with POS, registrations, and phone calls
- Assist with Front Desk Volunteer Training.

## Administration - Registration, Cash, and Reconciliation

- Responsible for managing daily operations of the Front Desk.
- In collaboration with the staff, responsible for all aspects of cash control for admissions, programs, including preparation of all necessary cash reconciliation reports for the business office.

## Facility

- Ensure front desk is stocked with updated information and supplies
- Open and/or close the building as needed.
- Clean facility as needed; including sweeping, cleaning glass doors, dusting, and straightening
- Support the stocking and organization of the Nature Store during business hours
- Manage facility use and rentals.

## **SKILLS**

- Excellent communication skills
- Exceptional attention to detail
- Proven ability in working with volunteers
- Strong customer service skills
- Retail/Service Industry experience a plus.

## **OTHER DUTIES AS ASSIGNED**

### **How to Apply**

Please email a resume and cover letter electronically to [katie@ridgessanctuary.org](mailto:katie@ridgessanctuary.org) with the subject line "Visitor Engagement Specialist Application". Resumes will be reviewed on a rolling basis. Applications will be accepted before or until June 23, 2026.