



Visitor Services Associate

Overview

For more than 50 years, the World Forestry Center has worked to connect people with the importance of forests. As a nonprofit dedicated to inspiring champions of sustainable forestry, we provide experiences that help visitors understand the economic, ecological, and social value of forests. Our 20,000-square-foot Discovery Museum—located in Portland’s Washington Park—offers interactive, forest-focused exhibits for visitors of all ages.

We are seeking a part-time Visitor Services Associate (VSA) to join our front-line team. VSAs greet and assist Discovery Museum guests, ensure a positive visitor experience, and support daily admission and retail operations.

Key Responsibilities

- Welcome guests, process admissions, and deliver exceptional customer service.
- Support opening and closing procedures for the admissions desk and Forest Store Gift Shop.
- Respond promptly and professionally to visitor inquiries.
- Help ensure guest safety throughout the museum.
- Assist Programs & Events staff during special events when needed.
- Engage with visitors on the museum floor and facilitate exploration of exhibits.

Qualifications

- Strong customer service skills and the ability to creatively resolve visitor needs.
- Ability to remain calm and professional in unexpected situations.
- Basic computer proficiency: experience with Microsoft Office and Teams preferred.
- Ability to work effectively within a small team environment.
- Physical ability to lift 15 lbs., move around our 5.5-acre campus, bend, and reach.
- Comfortable standing for extended periods.

Compensation & Schedule

- Approximately 12 hours per week, with opportunities for additional seasonal or fill-in shifts.
- **\$19.00 per hour.**
- Scheduled between **9:00 a.m.–4:30 p.m.**, including weekends.
- Benefits include:

- 401(k) with 3% safe harbor contribution and an additional 1% match for participating employees
- Paid sick time
- Reciprocal admission to partner attractions (e.g., Portland Japanese Garden, Portland Art Museum, Oregon Zoo)

How to Apply

Please send a resume and brief cover letter to bwinchell@worldforestry.org by **April 20, 2026**. Only candidates selected for interviews will be contacted. No phone calls, please.

World Forestry Center is an equal opportunity employer and does not discriminate in its selection of candidates for employment based on race, color, national origin, religions, sex or sexual orientation, marital status, disability, age, military service, family medical history, legal source of income, gender identity, political affiliation, or family leave obligations.