

GREEN BAY BOTANICAL GARDEN POSITION DESCRIPTION

TITLE: Guest Services Associate

DEPARTMENT: Operations

FLSA STATUS: Non-Exempt, Part-Time

WORK HOURS: Primarily weekend and evening hours; sporadic or no hours during the winter months; 10-25 hours per week from approximately June 15 – December 31

REPORTS TO: Guest Services Coordinator

DATE: February 7, 2020

Position Summary

Oversee daily operations of buildings and grounds during weekends and extended summer hours. Provide exceptional customer service to visitors and members and help GBBG move forward on its mission to serve people in the community through year-round educational and recreational experiences.

Job Duties

1. Open and/or close Garden grounds and Visitor/Education Centers.
2. Act as source of information & coordination for members, visitors, and volunteers regarding the Garden and its programs.
3. Welcome members and visitors, answer phones and process sales transactions through Altru cash register; monitor retail Gift Shop.
4. Assist with marketing efforts by obtaining zip codes and e-mail addresses of guests, when possible.
5. Reconcile Altru cash register sales at end of day.
6. Supervise volunteer greeters to assist with customer service needs.
7. Assist on-site Event Host as needed for private rental events.
8. Cross-train as Event Host and assist with servicing private events and rentals as needed.
9. Maintain open communication with day staff and volunteers.
10. Serve as Garden ambassador -- encourage interested visitors to buy memberships, register for events & volunteer.
11. Maintain general appearance, ambiance and functionality of Visitors/Education Center, including restocking restroom products and cleaning as needed.
12. Continually recommend improvements for greater operation efficiency.
13. Oversee guests and volunteers follow Garden rules and policies.
14. Perform other duties as assigned.

Experience & Skills Required

- Certificate or Associate degree from a technical school and 2-3 years related experience; or equivalent combination of education and experience.
- Minimum 2 years experience operating a P.O.S. system, handling cash and credit transactions.
- Possess high level of interpersonal skills and superior communication skills – able to speak and write clearly, listen and get clarification when necessary.
- Comfortable managing a wide variety of concurrent responsibilities with an accommodating style.
- Able to work independently, problem-solve and make necessary decisions using sound judgment.
- Demonstrate strong attention to detail, accurate and thorough in task completion.
- Flexible and willing to adapt to change.
- Possess basic computer skills including Microsoft Office.
- Willing to be outdoors for short periods of time in all types of weather and able to operate golf cart.
- Must occasionally lift and/or move up to 20 pounds.
- Experience working within a non-profit environment and/or using community resources is a plus.
- Gardening knowledge a plus.
- The ability to work well with a wide variety of personality styles.
- Bilingual applicants are encouraged to apply.

Green Bay Botanical Garden provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

To apply: Send cover letter and resume to info@gbbg.org. Applications are accepted on a rolling basis and associates hired as needed.