



Position Description

Title: Guest Experience Intern
Department: Guest Experience
Reports to: Guest Experience Manager
Status: Non-Exempt, part-time seasonal
Hours: Primarily weekend and evening hours, 10 – 25 hours per week May - August with the potential for part-time hours in September – December (potential for full time hours depending on availability)
Date: February 2021

Position Summary

Join the Guest Experience Team in providing exceptional customer service to Green Bay Botanical Garden members, guests, volunteers and staff while gaining valuable skills in customer service, information management, communication, adaptability, non-profit operations and much more. Provide coverage for daily operations of buildings and grounds during weekdays, weekends and extended hours, and support special event activities as needed. Maintain general appearance, ambiance & functionality of Visitor/Education Center. Enable the Garden to reach its mission to serve people in the community through year-round educational and recreational experiences.

Core Competencies & Essential Functions

1. Provide Guest Experience coverage
 - a. Open & close Garden grounds and Visitor/Education Center buildings
 - b. Act as source of Garden information for members, visitors, vendors and volunteers
 - c. Welcome and direct guests and vendors, answer phones and direct calls to the proper department/staff
 - d. Process sales transactions through our POS system, including admissions and gift shop purchases
 - e. Open & close cash register, reconcile daily cash register sales
 - f. Serve as a Garden ambassador, promote memberships, classes & volunteer opportunities
 - g. Monitor the gift shop
 - h. Maintain general appearance, ambiance and functionality of the Visitor/Education Center, including restocking restroom products and cleaning as needed
 - i. Ensure visitor safety and security
2. Cross-train and assist with projects and servicing private events and rentals
3. Assist in the execution of Garden special events & activities as needed
4. Perform other duties and projects for staff as assigned

Qualifications, Skills & Physical Requirements

- Seeking a degree in customer service, communications, management, marketing, or related field
- Must be flexible in working hours including evenings and weekends

- Able to work independently, problem-solve, make necessary decisions using sound judgment and remain calm under pressure
- Excellent written, verbal & interpersonal communication skills with sincere desire to serve the public
- Able to quickly grasp POS systems, various software and front desk operations
- Previous office experience preferred with working knowledge of Microsoft Office
- Comfortable managing a wide variety of concurrent responsibilities with an accommodating style
- Complete tasks demonstrating attention to detail, accuracy and thoroughness
- Dependable, reliable team player
- Must be physically able to stand, kneel, and walk, lift up to 20 lbs
- Experience working within a non-profit environment and/or using community resources is a plus
- Previous cash handling experience desired, but not required
- Ability to operate a golf cart or willing to learn
- Gardening knowledge a plus

Standard Work Perks

Employees at Green Bay Botanical Garden can enjoy the following perks:

- Free daily admission to the Garden, maximum four guests per visit
- Free passes to select ticketed events
- Discounts on ticketed events
- 15% discount at the WPS Trellis Gift Shop
- 50% off room rentals for a private event

Apply

Email [completed application](#), cover letter and resume to info@gbbg.org by Monday, March 29.

Equal Opportunity Employer

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.

Our employees love to perform their work in a team environment that includes our volunteers. We value our connection to the greater northeast Wisconsin Community. We care about and value the diverse talents and ideas each employee brings to Green Bay Botanical Garden.

Our Mission

Green Bay Botanical Garden connects people with plants by providing year-round educational and recreational experiences for everyone in an environment that engages, inspires and refreshes.