



Position Description

Title: Lead Guest Experience Associate
Department: Guest Experience
Reports to: Guest Experience Manager
Status: Non-Exempt, Full Time
Hours: Full-time, 40 hours, including evening and weekend hours based on the season
Date: October 2021

Position Summary

Join a team that values the diverse talents and ideas of each staff member at Green Bay Botanical Garden. Opportunities are available to 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 all people in the community through year-round educational and recreational experiences.

Core Competencies & Essential Functions

1. Guest Experience Coverage (including during events such as WPS Garden of Lights and Sanimax Concerts):
 - Open & close Garden grounds and Visitor/Education Center buildings.
 - Act as source of Garden information for members, visitors, vendors, and volunteers.
 - Welcome and direct guests and vendors, answer phones and direct calls to the proper department/staff, respond to general email inquiries.
 - Process sales transactions through our POS system, Altru, including admissions, memberships, and gift shop purchases.
 - Assist guests with online ticketing processes.
 - Open & close cash register, reconcile daily cash register sales.
 - Serve as a Garden ambassador, promote memberships, classes & volunteer opportunities.
 - Supervise volunteer greeters to assist with customer service needs.
 - Monitor the gift shop.
 - Maintain general appearance, ambiance. and functionality of the Visitor/Education Center, including restocking restroom products and touch up cleaning as needed.
 - Ensure visitor safety and security.
2. Assist Guest Experience Manager in the orientation and training of new Guest Experience Associates.
3. Troubleshoot technology issues with the POS system, scanners and other technology utilized.
4. Cross-train and assist other departments as needed:
 - Marketing department by obtaining zip codes, e-mail addresses, etc.
 - Development department as a backup for membership entry and processing.
 - Sales department by processing payments received from guests for their events.
 - Volunteer department with volunteer check-in and tracking.
5. Continually recommend improvements for greater operation efficiency.
6. Ensure guests and volunteers follow Garden rules and policies.

7. Perform other duties as assigned.

Qualifications, Skills & Physical Requirements

- Certificate or Associate degree and 2-3 years related customer service experience; or equivalent combination of education and experience.
- Experience operating a P.O.S. system, handling cash and credit transactions.
- Possess a high level of interpersonal skills and superior communication skills – able to speak and write clearly, listen and get clarification when necessary, and work well with a variety of personality styles.
- Comfortable managing a wide variety of concurrent responsibilities with an accommodating style.
- Proficient computer skills, including Microsoft Office and Outlook, comfortable learning new technology, Blackbaud Altru knowledge a plus
- 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.
- Willing to be outdoors for short periods of time in all types of weather and able to operate golf cart (or willing to learn).
- Must occasionally lift and/or move up to 40 pounds.
- Experience working within a non-profit environment and/or using community resources is a plus.
- Gardening knowledge a plus.
- Applicants with bi-/multi-lingual abilities are a plus.

Standard Work Perks

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

- Free daily admission to the Garden for up to four guests per visit
- Free passes to 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 October 29, 2021.

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.