



Position Description

Title: Guest Experience Associate
Reports to: Guest Experience Manager
Status: Part-Time, Non-Exempt
Hours: Variable; Weekends and evening hours included; sporadic hours during the winter months; 10-25 hours per week from approximately May – December 31 (potential for full time hours during the summer, pending availability)

Position Summary

Join a team that values the diverse talents and ideas of each staff member at Green Bay Botanical Garden. The Guest Experience Associate is responsible for the day-to-day operations of the front desk while providing exceptional customer service to ensure a positive and welcoming experience for all guests. This role is responsible for assisting visitors, processing transactions, and maintaining a clean and inviting environment. This position plays a vital role in fulfilling the Garden's mission to serve all people in the community through year-round educational and recreational experiences.

Core Competencies & Essential Functions

Guest Experience:

- Open and close Garden grounds and Visitor/Education Center buildings.
- Serve as an information resource for members, visitors, vendors, staff, and volunteers.
- Ensure guest safety and security.
- Welcome and direct guests and vendors, answer phones and direct calls.
- Process transactions through our Point-of-Sale system, including admissions, memberships, and gift shop purchases.
- Assist guests with installing and/or troubleshooting digital interfaces, navigating and/or troubleshooting the Garden's website and online ticketing.
- Handle cash register operations, including opening, closing, and daily reconciliation.
- Serve as a Garden ambassador, promote memberships, classes, & volunteer opportunities.
- Assist volunteers 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.

Departmental Support:

- Commitment to participating in the Garden's largest annual fundraising event, WPS Garden of Lights, by fulfilling the required number of evening and weekend shifts if it falls within your employment timeframe.
- Assist with projects from other departments as requested.
- Continually recommend improvements for greater operation efficiency.
- Ensure guests and volunteers follow Garden rules and policies.
- Ability to handle difficult situations with professionalism and tact.
- Other duties as assigned.

Qualifications, Skills, & Physical Requirements

- Two years related customer service experience and/or Certificate or Associate degree; or equivalent combination of education and experience.
- Experience operating a point-of-sale 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.
- Able to quickly grasp POS systems, various software, and front desk operations.
- Able to work independently, problem-solve, and make necessary decisions using sound judgment.
- Dependable, reliable team player.
- Demonstrate strong attention to detail, accuracy, and thoroughness in all tasks.
- Flexible and willing to adapt to change.
- Possess proficient computer skills including Microsoft Office and Teams.
- Willing to be outdoors for short periods of time in all types of weather and able to operate a golf cart (or willing to learn).
- 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.
- Bilingual - Spanish applicants are encouraged to apply, wage premium offered.

Standard Benefits

Employees at Green Bay Botanical Garden have access to a competitive benefit package:

- Retirement Plan/401 (K) (available to enroll after six months and 700 hours)

Standard Work Perks

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

- Free Family-level membership during employment
- 15% discount at the WPS Trellis Gift Shop
- 50% off room rentals for a private event

Apply

[Complete the Employment Application](#) on our website and submit your cover letter and resume by February 23, 2025.

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.