



## GUEST SERVICES REPRESENTATIVE (PART TIME)

### **Summary**

The Guest Services Representative handles the admission desk at the Visitor's Center of the Crystal Bridge Tropical Conservatory which is located in the Myriad Botanical Gardens. This part time position is responsible for welcoming guests, answering questions, phone calls, and providing information about memberships, events, Conservatory, and outside grounds. It is important that our guests feel welcome and excited about being at the 17-acre Myriad Botanical Gardens. Other primary responsibilities include point of sale transactions for admissions, memberships, and event registrations. Candidate is needed on weekends and occasionally during the weekday.

### **Essential Duties and Responsibilities**

- Enthusiastically greet and acknowledge every guest, give full attention to guest requests and comments and respond appropriately.
- Encourage guests to become volunteers by explaining some of the opportunities and directing them to the Volunteer Coordinator for more details.
- Proactively stay informed about the Garden's calendar of events, event registrations, current promotions, regular admission prices as well as special pricing for a given day and membership pricing, levels and benefits to provide this information to guests and encourage them to be part of all the exciting activities at the gardens.
- Encourage guests to attend special events by explaining the benefits and fun they will have as a result of participating in the event. Provide guests with registration forms for events and review the forms for completeness and accuracy.
- Promote the Gardens by encouraging guests to provide contact information to receive notice of events and membership promotions.
- Replenish literature pertaining to the park, special events and membership.
- Complete all sales transactions accurately, give correct change, receive credit card payments, cash and other tenders as appropriate, provide receipt to be used as guest ticket and maintain proper cash accountabilities at POS registers as well as collect and remit forms such as discount tickets, credit card signature forms, event registration forms, etc.
- Be proactive to assure sufficient amounts of coin and currency are maintained in the cash drawer.
- Assure accuracy of statistical information that has a no-dollar value by recording all transactions correctly.
- Accurate completion of daily cash reconciliation forms.
- Recognize and resolve guest concerns and communicate guest requests and comments to management.
- Maintain neat and orderly work and lobby areas.
- Adhere to all Foundation policies and procedures.
- Other duties as assigned.

### **Education and/or Experience**

- High school diploma or equivalent

### **Computer Equipment and Software Requirements**

- Computer skills in MS Office Suite, point-of-sales, and other purposes.
- Knowledge of standard office administration practices and procedures.

### **Skills and Abilities Required**

- Communicate appropriately with team members and guests.
- Add, subtract, multiply or divide quickly and correctly.
- Read, count and write to accurately complete all sales and documentation.
- Handle and count cash accurately.
- Use logic and reason to identify solutions to problems encountered.
- Provide courteous and informative customer service to guests.
- Operate and use all equipment necessary to provide guest services.
- Work varied hours/days, including weekends and holidays, as guest attendance dictates such as during special events.
- Process sales transactions through POS software and communicate via e-mail and other resources provided.
- Able to learn and adapt to new processes and procedures.
- Demonstrate enthusiasm and excitement for the park's programs and events which supports the mission of the Foundation.
- Excellent customer service skills
- Knowledge of organization's products/services
- Cash and other tender type handling and reconciliation
- Accuracy in the completion of forms
- Ability to multi-task
- Available to work Fridays and Saturdays each week

### **Physical Requirements**

- Must be able to sit for extended periods.
- Must be able to bend, stoop and squat on occasions.
- Must be able to climb stairs.
- Must be able to lift up to 25 pounds.
- Must be able to walk from office building to Garden facility and to parking lot. Terrain may be uneven.

### **Salary**

This part time, non-exempt position earns \$12.00/hour.

### **To Apply**

Please email resume to [Careers@myriadgardens.org](mailto:Careers@myriadgardens.org). You will be contacted only if considered for an initial phone or in-person interview.

### **Equal Opportunity Employer (EOE)**

Employer does not to discriminate against any employee or job applicant because of race, color, religion, national origin, sex, physical or mental disability, or age.