

GardenFest Admissions Associate

Lewis Ginter Botanical Garden ♦ 1800 Lakeside Avenue ♦ Richmond, VA 23228 ♦ 804-262-9887

Direct Manager:	Visitors Center Coordinator	Date Created:	9.12.13
Department/Group:	Guest Services	Job Category: (E or NE)	NE
Location:	Henrico, VA	Travel Required:	N
Level/Salary Range:	Entry Level / Hourly	Job Code/ Req#:	TBD
Contact:	Robin Gregson robing@lewisginter.org	Position Type: (FT / PT)	PT Seasonal - GardenFest
Date posted:	8.17.17	Posting Expires:	

Job Description

Responsibilities:

Customer Service:

- Provides excellent customer service to guests, visitors, volunteers, event and program attendees coming through the Visitors Center.
- Acts as the “face of the Garden” by genuinely welcoming each visitor with knowledge of the Garden, helpfulness, empathy and eagerness to be of service.
- Stays informed of all GardenFest events and nightly activities and is able to provide information to visitors regarding special events, Gift Shop hours, Café and Tea House hours and menus.
- Is proactive in assessing visitors needs quickly, ie: offering assistance or directions, locating wheelchairs or strollers, providing directions, offering help if visitor appears in need of help.
- Answers the Garden’s general delivery phone line and responds, expedites calls or returns calls appropriately and in a timely fashion.
- Ability to handle difficult situations with tact and respect and reports issues to supervisor or MOD in a timely manner and with accurate details.
- Is readily able to identify a situation that requires the attention of a Manager on Duty and acts accordingly.
- Acts as a contact person in case of emergencies and reports situation immediately to Manager on Duty or 911 for assistance.
- Presents oneself with a professional, yet friendly attitude and appearance.
- All other requests as made by supervisor.

Cashier:

- Handles payment in exchange for admissions and GardenFest tickets.
- Performs Membership sales functions.
- Responsible for all cash and credit card transactions; following established procedures for opening and closing assigned register.
- Responsible for following opening and closing procedures for the front desk as instructed by supervisor.
- Has working area organized and is ready to conduct business and keeps area tidy for following day’s shift.

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Desirable:

- Able to work evenings and weekends.
- Prior cashier; money handling experience.
- Five years front desk experience.
- Experience in the hospitality industry.
- Proven ability to problem solve during real-time events.
- Some computer knowledge or the ability to learn.
- Ability to multi-task in a fast-paced environment.
- Ability to work in a supervised and an unsupervised environment.
- Willing to take initiative and to learn.
- Knowledge of First Aid and CPR

Education:

- High School Graduate or equivalent.
- Associates Degree preferred but not required.