

## Visitors Center Associate – PT/Seasonal

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

<b>Direct Supervisor:</b>	Visitors Center Team Leader	<b>Date Created:</b>	March, 2014
<b>Department/Group:</b>	Guest Services	<b>Job Category: (E or NE)</b>	NE
<b>Location:</b>	Henrico, VA	<b>Travel Required:</b>	N
<b>Contact:</b>	Robin Gregson <a href="mailto:robing@lewisginter.org">robing@lewisginter.org</a>	<b>Position Type: (FT / PT)</b>	PT Seasonal (May – October) Estimated 10-15 hours/week with opportunities for more based on events Weekend hours required
<b>Date posted:</b>	March 13, 2015	<b>Posting Expires:</b>	Until position filled

### Garden Overview

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Lewis Ginter Botanical Garden was founded in 1984 as a community oriented, non-profit garden. The Garden has 82 total acres, with 35 acres under intense cultivation, 4 lakes, 13 distinct outdoor gardens including a Children’s Garden, a conservatory, facility rental and dining spaces, 69 FTE staff, 525+ volunteers and over 340,000 visitors annually. **Our mission is education; our passion is connecting plants and people to improve our community.** In inviting, serving and teaching our entire community, we hope to model best practices throughout the scope of our mission-related activities and auxiliary business enterprises. We try to pattern ourselves on extraordinary programs and institutions nationwide, and where there are no examples, we intend to lead.

### Department Overview

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The gateway to the Garden for guests, members, volunteers, Board members and vendors, and the focal point of activity for the Visitors Center, is the atrium of the Robins Visitors Center and adjacent offices. This area can be quiet and still, with a chance to visit with a volunteer on duty or focus on back-office chores, and in turn crowded, bustling, loud, and extremely stimulating. There are multiple entry and exit points, ever-changing schedules, varied, constant, interesting and engaging opportunities to inform, teach, encourage and welcome the visiting public. Average daily visitation is over 500; we have processed over 1,000 guests/hour at peak times.

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## Responsibilities:

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- Provides excellent customer service to guests, visitors, members, 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 Garden events, classes and activities and is able to provide information to visitors regarding special events, Gift Shop hours, Café and Tea House hours and menus, by efficiently and quickly being able to use all available electronic and printed means including Vista, the Gardens Website, etc.
- Is proactive in assessing visitor’s needs quickly, ie: offering assistance or directions, locating wheelchairs or strollers, offering help if visitor appears in need of help
- Answers the Garden’s general delivery phone line and responds, expedites calls to appropriate departments or staff members, as well as returns calls appropriately and in a timely fashion
- Efficiently and correctly handles deliveries made to the front desk
- Is able to handle difficult situations with tact and respect and reports issues to supervisor in a timely manner and with accurate details
- Is readily able to identify a situation that requires the attention of a supervisor or Director
- Acts as a contact person in case of emergencies and reports situation to appropriate parties, using required reporting procedures, as well as contacting 911 for assistance when needed
- Presents oneself with a professional and friendly attitude and appearance
- Other duties as assigned by supervisor

## Essential Duties:

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- Handles payment in exchange for admission fees and membership dues, event tickets and classes
- Responsible for all cash and credit card transactions; following established procedures for opening and closing assigned register
- Able to efficiently use Vista database to perform ticket sales, register guests for classes, run reports, check daily schedule of events, look up events for guests needing information (date and location confirmation, etc.)
- Able to use Outlook and Microsoft office products to check Admissions emails, respond via email to Garden staff on admissions related matters if needed and check shared calendar for staffing schedule updates
- Able to efficiently and accurately use Raisers Edge database to look up memberships and issue temporary membership cards, sell new memberships and renew existing or lapsed memberships
- Able to recruit membership sales, appropriately recommend upgrades and provide special Membership services
- Assists with handling membership mailings, promotions and specials
- Participates in strategies that grow the Membership base and retain current members
- Keeps working area organized, is ready to conduct business and keeps area tidy for following day’s day shift
- Provides departmental support as requested and needed to handle exceptionally busy processing seasons
- Makes use of slow periods by performing administrative duties like stamping guest passes, assembling member packets, restocking Garden materials and seasonal rack cards, etc.
- Ensures areas of visitor entry in Visitors Center are ready for the days business to include turning monitors on, ensuring all signage is accurate, checking for accurate signage on exteriors doors as verified by Vista schedule of events each day
- Able to create and print new signage if needed to alert guests of time sensitive issues like closings, limited access to certain areas of the Garden, safety alerts, special event information, etc.

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## Required Skills:

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- Willing and able to work weekends and as needed in evenings for special events
- Prior cashier; money handling experience
- Prior experience working with the public
- Experience using MS Windows
- Knowledge of VISTA or similar front desk admissions/ticketing software
- Knowledge of Raisers Edge database or similar software
- Familiar with Nortel or some other mainstream telephone platforms
- Efficient and accurate data base entry skills
- Detail oriented and is able to multi-task in a fast-paced potentially noisy environment
- Proven ability to problem solve during real-time events
- Ability to work in a supervised and an unsupervised environment
- Works well with others and alone
- Able to work independently while providing full service of admissions and membership needs
- Takes direction from supervisor in a positive and constructive manner
- Is proactive and provides suggestions and ideas on streamlining procedures

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## Each employee of Lewis Ginter Botanical Garden

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- Must comply with provisions of the current Employee Handbook, all published personnel policies and the requirements of their individual job descriptions.
- Must perform all duties in a manner consistent with a public garden serving multi-generational families, and in accordance with directed practices and procedures.
- Must be aware of surroundings, and vigilant to any possible threat to the safety of visitors, volunteers, and staff or to their property. Ensures all concerns are reported promptly.
- Must report all mishaps, injuries and incidents immediately and ultimately in writing to supervisor(s) and to the Executive Director.
- Ensures compliance with all applicable federal and state laws and regulations.
- Performs other duties as assigned by supervisor.

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## Physical Demands / Working Conditions:

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- Must be able to work for extended periods in one location, then move periodically and quickly between select points within the Robins Visitors Center adjacent to the atrium as well as the immediate outside locations
- Must be able to lift 20 pounds
- Periodically, must be able to move around the Garden to understand and so better explain it to guests

*Note: Duties described above, other duties and physical demands have been identified as essential*

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## **Desirable:**

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- Two years front desk experience
- Experience working in the hospitality industry
- Experience working in non-profit organizations
- Experience working with a diverse group of staff, volunteers and visitors
- Knowledgeable of First Aid and CPR
- Comprehensive use of a second language

## **Education:**

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