



GARDENFEST TRAFFIC/CLOSING ATTENDANT

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| Direct Supervisor: | Security Coordinator | | |
| Department: | Guest Services | Job Category: | Category 3 |
| Location: | Richmond, VA | Travel Required: | No |
| Level/Salary Range: | L5 | Exempt/Non-exempt: | Exempt |
| Contact: | kimd@lewisginter.org | Position Type: | Seasonal PT – training 5 - 7 hrs/week starting in September 15+/week - 11/22/19 – 1/6/2020 |
| Date Posted: | August 23, 2019 | Posting Expires: | Until Filled |

Garden Overview

Lewis Ginter Botanical Garden was founded in 1984 as a community oriented, nonprofit garden. After 33 years, the Garden now encompasses 82 acres, four lakes, 5,500 unique taxa of plants within 15 distinct outdoor gardens, 11 major buildings including a conservatory and greenhouse, plus an 80-acre branch site, the Lewis Ginter Nature Reserve. In 2017 we welcomed, taught, energized, and engaged over 400,000 guests with stunning botanical displays, inspiring exhibitions, entertaining activities, and over 800 formal and informal education offerings. We embarked on new and promising community engagement initiatives through the Beautiful RVA movement. We updated the strategic plan and continued priority project planning within the scope of the 2016 master site plan. Our 100 full- and part-time staff joined with 650 volunteers and 13,000 member households to live into the Garden's mission to connect people through plants to improve communities.

We do this through a broad variety of mission related activities and enterprise business services. We try to pattern ourselves on extraordinary programs and institutions nationwide, and where there are no examples, we intend to lead. We aspire to be a Garden that is representative in every way of the diverse community we serve.

Responsibilities:

- Works with security team managing and directing traffic for the organization's seasonal GardenFest of Lights event that runs November 22, 2019 – January 6, 2020.
- Understands basic traffic pattern routing for GardenFest visitors, volunteers, class attendees, holiday party attendees, etc.
- Controls traffic at entrances and exits as needed.
- Monitors parking lots on an ongoing basis to assess parking availability.
- Able to clearly and efficiently communicate parking needs and routing instructions to team members, guests, staff and volunteers.

- Understands logistics of event sites, guest entry and exit routes and how different areas of the Garden may or may not be used after 5pm to ensure safe and expeditious routing of guests.
- Uses appropriate communication means when handling difficult situations and know when to contact a supervisor, Manager on Duty or Chief Operating Officer for assistance.
- Able to take first action steps in case of an emergency.
- Ensures the physical integrity of property during public and private events.
- In conjunction with supervisor or Facility Events team, directs the arrivals/departure of clients and guests at the service road access point and parking lots.
- Walks the interior and exterior perimeter of Garden to ensure safety and security of guest and employees, through presence, integrity of buildings, keys, alarms and communication.
- Works in coordination with Supervisor, Manager on Duty, Assistant Manager on Duty and Facility Events team during evening events where conditions require additional support, including last minute changes to venue set ups, tasks caused by inclement weather conditions or emergencies, and additional guest entry assistance.
- Ensures escort or presence is provided after 5:00 pm to groups or individuals that request it.
- Assists with end of night Garden sweep, lockup and arming of all buildings and in coordination with other security team members.

Required:

- A friendly, cheerful and welcoming disposition; excellent interpersonal skills, an ability to communicate effectively and appropriately with visitors, event guests, staff and volunteers, teachers, students, patrons, donors and board members.
- A basic understanding of and experience with special event traffic control.
- Able to work nights and weekends and possess a valid VA driver's license.
- Able to reprioritize duties as needed to best accommodate garden events in progress.
- Ensures incident reports are completed as required, including reporting of any emergency vehicles that enter property.
- Ability to present ideas to a diverse audience, investigate claims, mediate disputes, negotiate with vendors, communicate with other departments, and listen effectively.
- Ensures that no employee, including security staff, or guest, brings firearms onto LGBG property.
- Reports security and safety concerns or emergencies from LGBG paid and unpaid staff and Meriwether Godsey staff to the Resident Security Coordinator.
- Completes safety and security Standard Operating Procedure checklist.
- Must have the ability to make recommendations to effectively resolve problems or issues by using judgment that is consistent with available resources, standards, practices, policies, procedures, regulations, and laws.
- Ability to organize and prioritize responsibilities, duties, or tasks.
- Performs other duties as directed by supervisor or Chief Operating Officer.

Each Employee of Lewis Ginter Botanical Garden

- Must comply with provisions of the current Employee Handbook, all published personnel policies and the requirements of their individual job descriptions
- Must conduct herself or himself and perform all duties in a manner consistent with a public garden serving multigenerational and multicultural individuals and families, and in accordance with directed practices and procedures
- Must be aware of surroundings and vigilant to threats to the safety of visitors, volunteers, and staff or to security of their property, ensuring that 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
- Must ensure compliance with all applicable federal and state laws and regulations
- Must perform other duties as assigned by supervisor

Physical Demands / Working Conditions

- Good hearing and sight
 - Must be able to work outdoors in all seasonal extremes
 - Must be able to lift 25 pounds intermittently
 - Must be able to walk quickly between all garden venues regularly and stand for long periods of time
- Note: Duties described above, other duties and physical demands have been identified as essential.

Education and Experience

- High School diploma or GED is required; technical school training or higher education is preferred; a combination of experience and education will be considered
- A minimum of 2 year's experience working with the public or in a customer service capacity
- A minimum of one year security or traffic control experience
- Demonstrated ability to develop and work with peers, co-workers and volunteers
- Experience and demonstrated sensitivity in working with persons of various ethnic and economic backgrounds on staff and within community
- Access to a car on a daily basis and a valid state driver's license or ability to transport self as needed
- Other combinations of education/experience appropriate to the job will be considered.

Please submit cover letter, resume, and Lewis Ginter Botanical Garden Job Application to
kimd@lewisginter.org