



# VISITORS CENTER ADMISSIONS SUPERVISOR

<b>Direct Supervisor:</b>	Visitors Center Manager		
<b>Department:</b>	Guest Services	<b>Job Category:</b>	Category 1
<b>Location:</b>	Richmond, VA	<b>Travel Required:</b>	No
<b>Level/Salary Range:</b>	TBD	<b>Exempt/Non-exempt:</b>	Non-exempt
<b>Contact:</b>	robing@lewisginter.org	<b>Position Type:</b>	Full-time
<b>Date Posted:</b>	May 28, 2020	<b>Posting Expires:</b>	Until Filled

## **Garden Overview**

Lewis Ginter Botanical Garden was founded in 1984 as a community oriented, nonprofit garden, now encompassing 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. Each year the Garden welcomes, teaches, energizes and engages over 400,000 guests with stunning botanical displays, inspiring exhibitions, entertaining activities, and over 1,300 formal and informal education offerings. We embark on new and promising community engagement initiatives through the Beautiful RVA movement. We operate by the vision, mission, core values, aspirations and goals of the Garden’s strategic plan, reviewed and updated annually. We pursue expansion of programs, gardens, and facilities within the scope of the 2016 master site plan. Our 120 full and part-time staff work 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 and we fully embrace all the necessary and challenging work of being committed to principles of inclusion, diversity, equity, and accessibility (IDEA).

## **Job Description**

This is a working supervisory position which requires a strong supervisory background. Daily schedule will include supervising the Visitors Center Associates at the front desk(s). Candidate must be flexible and able to work in a fast paced, interactive environment with guests. Visitors Center Admissions Supervisor (VCAS) reports to the Visitors Center Manager (VCM). The VCAS acts as supervisor for the department when the Manager is out.

**COVID 19 - After completing its most successful year ever the COVID-19 pandemic and concern over the health of our neighbors closed the Garden to public visitation. It has been a disorienting time, when each of us individually and corporately has had to face and overcome an uninterrupted stream of change and challenge. We will continue to follow guidance from elected and health officials as we move forward and prepare for the reopening of the Garden. The safety of staff, guests, members and volunteers will continue to be the Garden's top priority.**

### **Responsibilities**

- **During this uncertain time, the Visitors Center staff will be required to provide ground support in the Atrium and elsewhere in the Visitors Center as needed in order to implement the new entry process which ensures members and visitors are practicing social distancing. With new safeguards in place, it will be imperative for the VC staff to sanitize work areas on a regular basis throughout the day.**
- Oversees general guest admission and membership functions, including handling money, sales and promotions and interaction with visiting public; ensures Visitors Center is ready for each day's business at POS locations – all signage and communications are accurate and office areas, work stations and Visitors Center common areas are organized, neat and clean
- Ensures guests have a positive first and last impression of the Garden and staff promote the Garden to guests (organization, mission, philosophy, seasonal displays, events, education programs and services, as well as opportunities to volunteer and donate) using all available electronic and printed means
- Ensures guests, volunteers, vendors, deliveries, mail, phone calls, radio messages, emails and voicemail messages are received courteously and professionally and routed correctly
- Embraces the Garden's commitment to excellence in all departments, willingly and cheerfully integrating work with the efforts of all other departments
- Other duties as assigned by supervisor

### **Essential Duties**

- Performs and supervises (in the absence of the VCM) the receipt and processing of payments for provided services of admissions, memberships, gift cards, special event tickets, class registrations, etc.
- Works flexible hours in coordination with VCM to include weekend, early morning and evening hours for special events like Flowers After 5 and Dominion Energy GardenFest of Lights
- Rotates being on call as the point of contact for Visitors Center staff support
- Serves as a main point of contact and supervisor (in the absence of VCM) to answer questions, provide additional details, guidance and assistance as needed and handle guest related issues
- Performs, oversees and ensures the completion of membership related tasks in the Robins Visitors Center, including but not limited to, processing memberships and preparing membership materials for guests
- Keeps VCM informed of feedback, issues and incidents and works collaboratively for resolution
- Follows all processes and protocols instituted by the VCM and Chief Operating Officer
- Oversees daily distribution and processing of the mail including preparation of the daily mail revenue report
- Assists VCM with updating the telephone auto attendant as necessary
- Assists VCM with troubleshooting TAM software issues by quickly and accurately reporting problems experienced by VC staff
- Supervises all Visitors Center Associates (full time, part time and seasonal part time staff)
- Monitors and ensures the front desk(s) are appropriately staffed at all times; helps coordinate the scheduling of lunch breaks, vacations, meetings, appointments off site, etc. and works daily with the staff at the desk(s)

- Oversees and ensures Visitors Center staff are properly trained to complete assignments efficiently and accurately with the expectation that all VC staff work to complete support tasks when visitation is slow
- Ensures all messaging visible to guests is accurate (including kiosk signage and electronic messaging) and marketing materials are accurate, updated and stocked each day
- Keeps Admissions e-handbook updated with current events, policies and practices
- Handles payment in exchange for admission fees and membership dues, donations to the Garden, event tickets and classes
- Responsible for all cash and credit card transactions; following established procedures for opening and closing all workstations
- Responsible for following opening and closing procedures for the front desk(s) as instructed by supervisor
- Keeps working area organized, is ready to conduct business and keeps area tidy for following day's shift

### **Department Supervision and Staff Training**

- Assists VCM in assessing work Visitor Center Associates, providing recommendations for best use of staff strengths and training to overcome weaknesses, fostering teamwork and mentors staff by modeling best practices alongside them
- Assists VCM with supervising and training all assigned Visitors Center Associates to perform admissions and membership sales tasks, while encouraging a nurturing environment

### **Skills and Abilities**

- Must be a well-organized, proactive, seasoned, successful, intelligent, intuitive and empathetic leader who seeks to build teams and mentor subordinates
- Must be enthusiastic, energetic, quick-thinking, cheerful, courteous and capable as he or she engages readily and promptly with guests, members and staff
- Must be able to communicate clearly, effectively and comfortably in written and spoken word with guests, members, staff, Board, volunteers and vendors
- Must be able to initiate, build and nurture teams within the staff
- Must be able to actively participate in the creation of long-range plans
- Must be goal oriented, yet flexible and adaptable to ever-changing requirements of our guests
- Must possess a commitment to the Garden's mission and its core values, particularly honesty and integrity
- Must be a positive and motivating presence who embraces change and challenge

### **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 support and embody the vision, mission, core values, aspirations, and goals of the Garden's strategic plan
- Must support, nurture, and embrace principles of inclusion, diversity, equity, and inclusion (IDEA)
- Must conduct herself or himself and perform all duties in a manner consistent with a public garden serving multigenerational, multicultural, and multifaceted 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 Chief Operating Officer
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- Must ensure compliance with all applicable federal and state laws and regulations
- Must perform other duties as assigned by supervisor

### **Physical Demands / Working Conditions**

- 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.

### **Education and Experience**

- Bachelors or Associates degree preferred, equivalent work experience considered, preferably hospitality, customer service or relations
- A minimum of two years of successful work in customer service fields (hospitality, customer service or relations)
- A minimum of five years supervisory experience or other related experience
- Demonstrated ability to develop and work with peers, co-workers and volunteers
- Excellent organizational skills, attention to detail and ability to be self-motivated and disciplined. Computer literate in a Windows environment, including demonstrated capacity to work with POS software systems, TAM and Blackbaud (preferred) or other similar data bases
- 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. Occasional travel required locally.
- 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 Robin Gregson (robing@lewisginter.org).