

VISITORS CENTER ASSOCIATE ADMISSIONS



Direct Supervisor:	Visitors Center Manager		
Department:	Guest Services	Job Category:	Category 3
Location:	Richmond, VA	Travel Required:	N
Level/Salary Range:	L7	Exempt/Non-exempt:	
Contact:	hr@lewisginter.org	Position Type:	Part-Time Seasonal Estimated 10-15 hours/week with opportunities for more based on events Weekend hours required
Date Posted:	February 19, 2021	Posting Expires:	Until Filled

Garden Overview

Mission

Lewis Ginter Botanical Garden's mission is connecting people through plants to improve communities.

Vision

Lewis Ginter Botanical Garden, including the Lewis Ginter Nature Reserve, reveals the unity and integration of human and plant life, celebrates the fundamental significance of the natural world, and enriches communities through horticultural and educational excellence and innovative outreach activities.

Values

Responsibility, Innovation, Integrity, Hospitality and Inspiration

Founded in 1984, Lewis Ginter Botanical Garden is a non-profit garden located in Richmond, Virginia's Lakeside neighborhood. The Garden 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. Annually, Lewis Ginter engages over 17,000 students in innovative and exciting education programs. This cadre of identified learners is just a fraction of the more than 400,000 annual visitors to the Garden. In recent years, the Garden has been honored with inclusion in several top ten lists for botanical gardens in North America.

Lewis Ginter Botanical Garden is an Equal Opportunity Employer. We do not discriminate on the grounds of race, color, religion, sex, age, disability or national origin in the hiring, retention, or promotion of employees. We support the diversity and inclusion policy adopted by The American Public Gardens Association: to create an equitable, diverse and inclusive culture where the contributions of all community members are valued, respected and appreciated.

Job Description

The Robins Visitors Center is the gateway to the Garden and our formal entry point for our members, guests, visitors, volunteers and vendors. Our Admissions team members work in the Atrium of the Visitors Center and directly support the Garden's mission by exemplifying our core value of hospitality. Excellent customer service is first and foremost and achieved by genuinely welcoming each visitor with knowledge of the Garden, helpfulness, empathy and eagerness to be of service.

Responsibilities and Requirements

- Delivers excellent customer service.
 - Ensures a welcoming environment to all guests, visitors, members, volunteers, event and program attendees coming through the Visitors Center.
 - Promotes and sells and renews memberships, appropriately recommends upgrades and provides special membership services.
 - Proactively assesses visitor's needs, ie: offering assistance or directions, locating wheelchairs or strollers, offering assistance if visitor appears in need of help.
 - Answers the Garden's main phone line, expedites calls to appropriate departments or staff members, and appropriately returns calls in a timely fashion.
 - 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.
 - Handles difficult situations with tact and respect and reports issues to supervisor in a timely manner with accurate details.
 - Identifies a situation that requires the attention of a supervisor or Director.
- Stays informed of all Garden events, classes and activities and is able to provide information to visitors regarding special events, Garden Shop, Café and Tea House hours and menus.
 - Uses all available resources (Website/ActiveNet) to ensure information provided to our guests is up to date and relayed correctly.
 - Ensures messaging on monitors, and all interior and exterior signage is accurate with each day's events.
 - Keeps working area organized, is ready to conduct business and keeps area tidy for following day's shift.
 - Efficiently and correctly handles deliveries made to the Admissions desk.
 - Able to create and print new signage as needed to alert guests of time sensitive issues (closings, limited access, safety alerts, special event information, etc.).
- Responsible for all cash and credit card transactions.
 - Follows established procedures for opening and closing assigned register.
 - Handles payment in exchange for admission fees and membership dues, event tickets and classes.
 - Performs 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.).
- Provides departmental support to handle exceptionally busy processing seasons.
 - Makes use of slow periods by performing administrative duties like assembling member packets, restocking Garden materials and seasonal rack cards, etc.
 - Takes direction from supervisor in a positive and constructive manner.
 - Is proactive and provides suggestions and ideas on streamlining procedures.
- Required to have a flexible work schedule.
 - Willing and able to work weekends and as needed in evenings for special events.
 - Presents oneself with a professional and friendly attitude and appearance.

Skills and Abilities

- Possesses excellent communication skills.
- Bilingual with a preference for conversational fluency in Spanish.
- Proficiency or ability to quickly learn POS/ticketing database.
- Ability to efficiently and accurately use membership database.
- Efficient use and navigation of Calendar database.
- Ability to efficiently navigate the Garden's website.
- Detail oriented and able to multi-task in a fast-paced potentially noisy environment.
- Proven ability to problem solve in real time.
- Able to work independently while providing excellent customer service to admissions and membership needs.

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 for orientation of Garden, exhibit and event locations in order to provide helpful instructions to guests.

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

Education and Experience

- 2 years post high education preferred.
- 2 – 4 years prior experience working with the public in the hospitality field required.
- Proficient in Outlook and Microsoft Office Products.
- Prior cashier, money handling experience.
- Experience using mainstream telephone platforms.
- Efficient and accurate data base entry skills.

Employees 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 perform all duties in a manner consistent with a public garden serving multigenerational and multicultural individuals, 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 injuries and incidents immediately and ultimately in writing to supervisor(s) and to Human Resources.
- Must ensure compliance with all applicable federal and state laws and regulations.
- Must perform other duties as assigned by supervisor.

Please submit cover letter and resume to hr@lewisginter.org