

GUEST SERVICES ASSOCIATE



Direct Supervisors:	Manager on Duty		
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:	30 Hours per week Weekend hours required
Date Posted:	September 9, 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.

**LEWIS
GINTER
BOTANICAL
GARDEN**

1800 Lakeside Avenue
Richmond, VA 23228
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Job Description

The Guest Services Associate position supports multiple departments to ensure an extraordinary guest experience during fluctuating visitation, seasonal work needs, rental event preparations and special event support and execution. This position focuses on elevating the guest experience and exemplifies the Garden's core value of hospitality.

Responsibilities and Requirements

Collaboration by department managers in coordination with the Manager on Duty, based on visitation, event schedules, seasonal needs and priority tasks will determine opportunities in and hours divided among these support departments:

Admissions: The Visitors Center is the gateway to the Garden and our formal entry point for all members, guests, visitors, volunteers, donors and vendors. This department is responsible for an expeditious yet informative and engaging connection with each visitor, achieved by a providing a genuine welcome, by being helpful, empathetic and eager to be of service and providing knowledge of the Garden.

- Face to face interaction with guests, members, volunteers, donors, deliveries, vendors.
- Working at Point of Sales stations to sell and process admissions, special event tickets sales, promote and sell Memberships.
- Responsible for all cash and credit card transactions.
- 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 both in person and on the phone.
- Provides departmental support to handle exceptionally busy processing seasons.

Garden Shop: This 5,000 sq. ft. retail space generates \$1M dollars annually to the Garden's operating budget from the sale of unique gifts, books, statuary, jewelry, clothing and merchandise reflective of the botanical world. This department's work focuses on excellent customer service and displaying and selling merchandise that generates proceeds that support the Garden's mission as a primary source for learning about the botanical world.

- Provides floor coverage, guest, cashier and volunteer assistance as needed.
- Maintains stock and inventory.
- Ensures the visual aesthetic standard of the shop.

Operations: The Operations Department supports the day to day functions of the Garden in preparation for public and private events and exhibits throughout the year, as well as light custodial and housekeeping duties when needed. This includes set up, break down, installation and de-installation needs throughout the year. Assists in maintaining the highest aesthetic standard for the Garden.

- Provides excellent internal and external hospitality.
- Uses departmental tools effectively and correctly, including set up diagrams.
- Effective communications with staff and volunteers at all levels.

Facility Events Staff Assistance: The Facility Events Department coordinates over 300 events a year in 12 different venues and gardens. This position demonstrates our core value of hospitality by providing a welcoming and helpful experience to all clients and guests attending private and public events through positive helpful interactions, as well as effective communications and directional assistance.

- Assists in day of event coordination needs (posting signage, directing vendors to venues and guests to event sites, greet guests, assist late arrivals as needed).

- Ensures room set up is correct and assist with AV set up if needed.

Responsibilities

- Delivers excellent customer service in all facets of work.
- Ability to multi-task in a fast-paced environment.
- Able to move from department to department and task to task as needed.
- Works well in a diverse team and in a supervised and unsupervised environment.
- Required to have a flexible work schedule and willing and able to work weekends and as needed in evenings for special events.
- 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 leadership team member.
- Presents oneself with a professional and friendly attitude and appearance.

Skills and Abilities

- Possesses excellent communication skills.
- 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 support departments.
- Bilingual with a preference for conversational fluency in Spanish helpful.

Physical Demands / Working Conditions

- Must be able to work for extended periods in one location, standing, bending and lifting.
- Must be able and willing to move periodically and quickly between departments as well as outside locations.
- Must be able to lift 20 pounds.
- Must be willing to work outside in all sorts of weather based on given assignment.
- 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, report to work locations.

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

Education and Experience

- 2 years post high school education preferred.
- 1 year 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 all individuals and families in accordance with the organizations strategic plan and directives of inclusion, diversity, equity and accessibility.
- 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