

# GUEST SERVICES ASSOCIATE - Operations



<b>Direct Supervisors:</b>	Director of Facilities		
<b>Department:</b>	Guest Services	<b>Job Category:</b>	Category 1
<b>Location:</b>	Richmond, VA	<b>Travel Required:</b>	N
<b>Level/Salary Range:</b>	L7	<b>Exempt/Non-exempt:</b>	
<b>Contact:</b>	hr@lewisginter.org	<b>Position Type:</b>	37.5 Hours per week Weekend hours required
<b>Date Posted:</b>	October 11, 2021	<b>Posting Expires:</b>	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 Guest Services Associate – Operations 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**

This position is responsible for assisting in day-to-day functions throughout the Garden campus, preparation and coordination for private and public events and exhibits, as well as light custodial and housekeeping duties under the supervision of the Director of Facilities. Visitation, event schedules, seasonal needs and priority tasks will determine assignments and hours divided among these support departments:

### **Operations:**

- Provide excellent internal and external hospitality.
  - Set-up and breakdown of tents, tables, chairs, etc., for all ongoing Garden events, including rental events and in-house functions.
  - Responds to requests of all departments/staff members for Operations assistance, and as directed by supervisor.
  - Assist with all components of the operations of the Garden.

### **Maintenance:**

- Assist with general repair and maintenance of all garden infrastructure.
  - Maintain facilities, vehicles, equipment, and utilities.
  - Help with special construction and maintenance projects.
- Installation and deinstallation of garden exhibits including: light installation, display set up, construction for securing displays, electrical testing, running extension cords, etc.

### **Housekeeping:**

- Assist in maintaining the highest aesthetic standard for the Garden.
  - Collection and removal of litter from facilities and grounds daily.
  - Clean and maintain facilities and grounds daily including light housekeeping responsibilities.

### **Security and Public Safety:**

- Responsible for security and physical integrity of the property to include grounds and facilities, during and after hours.
  - Ensure the securing and alarming of property.
  - Support the management of vehicular and pedestrian traffic, particularly during public and private events.
- Responsible for ensuring the safety and quality of the guest experience (visitors, guests and students).
  - Provide a visible staff presence throughout all public spaces among buildings and grounds.
  - Able to provide assistance and helpful instructions/directions to guests.
  - Supports safe and expeditious routing of guests.
  - Able to comfortably take first action steps in case of an emergency.

### **Required**

- Good organizational, interpersonal, and communications skills.
- Ability to work nights and weekends.
- A self-motivated performer.
- Reliable mode of transportation.
- Familiarity with safe use of common hand tools.

### **Desirable**

- Related work experience.
- Basic mechanical understanding and knowledge or ability to learn.
- Basic Microsoft Office product experience.

### **Responsibilities**

- Delivers excellent customer service in all facets of work.
- Ability to multi-task in a fast-paced environment.
- Able to move from task to task and remain flexible to changing assignments 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.

### **Skills and Abilities**

- Detail oriented and able to multi-task in a fast-paced potentially noisy environment.
- Proven ability to problem solve in real time.
- 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 buildings and outside areas.
- Must be able to lift 40 pounds.
- Must be willing to work outside in all sorts of weather based on given assignment.
- Must be able to move around the Garden serving as a visible presence, to be familiar with exhibit and event locations in order to report to work locations.

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

### **Education and Experience**

- High school education or GED required
- 1 year prior experience working with the public in the hospitality field preferred
- Proficient in Outlook and Microsoft Office Products preferred
- Experience using mainstream telephone platforms

### **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](mailto:hr@lewisginter.org)