Weekend Visitor Services Manager

Tower Hill Botanic Garden, 11 French Dr, Boylston MA 01505 508-869-6111

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<th>Direct Manager:</th>
<th>Visitor Services Manager</th>
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<td>Department/Group:</td>
<td>Visitor Services</td>
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<tr>
<td>Location:</td>
<td>Boylston, MA</td>
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<tr>
<td>Pay Rate:</td>
<td>$19.50 per hour</td>
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<td>Date posted:</td>
<td>7/6/2021</td>
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Tower Hill Botanic Garden believes diversity in nature promotes a healthy, vigorous garden. We believe that diversity among our staff promotes a healthy work environment and a vigorous organization. We recruit, employ, train, compensate and promote regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law. We believe in diversity of race, gender identity, sexual orientation, religion, ethnicity, national origin, ability, and all the other traits that make us unique. Tower Hill is an equal opportunity employer.

Position Overview

The Weekend Visitor Services Manager at Tower Hill is responsible for overseeing the day-to-day visitor services and the Manager on Duty responsibilities. The Visitor Services department is responsible for greeting and assisting all visitors to the property as well as assisting callers with general information requests and admissions questions. They are specifically responsible for selling admissions and memberships, directing visitors throughout the property, answering questions about events and programs, and generally educating visitors about Tower Hill Botanic Garden. The broader responsibility of the Manager on Duty is to recognize hurdles to a good guest experience and to foster resolution with other Tower Hill staff.

In FY2020, the Visitor Services Department processed admissions for over 146,000 visitors.

Schedule

The Weekend Visitor Services Manager position is year-round, hourly, and non-exempt from overtime. The year-round schedule will be three days every other week to include most Saturdays and Sundays and a third day of the week by agreement. The hours will be 9:00am to 5:30pm with an unpaid 30-minute meal break, 24 hours every other week. This position is shared with another employee on the opposite weekends. Additional weekday and weekend hours for events such as our summer evenings, Autumn Illuminated, and Night Lights may be available.

Responsibilities

- Under the guidance of the Visitor Services manager, lead the team by example and direction to provide an informed, professional, warm, and inclusive welcome for all visitors, and set the stage for an enjoyable experience at Tower Hill. Oversee admissions lines and monitor the parking lots, reallocating staff as needed to ensure lines move quickly and safely.

- By example and direction, support the staff as they maintain a high level of customer service even while under pressure. Help staff to be courteous, discreet, and professional at all times.

- Be a visible presence representing Tower Hill. Regularly interact with visitors and Visitor Services staff and

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be available to assist other Tower Hill colleagues as requested.

- Ensure compliance of employees with established security, sales, and record keeping procedures and practices. Oversee cash management on weekends by providing support and fulfilling change requests.
- Provide basic technical support for Visitor Services and Garden Shop cash registers.
- Until they are lifted, enforce Tower Hill’s pandemic health and safety guidelines for Visitor Services staff, and be prepared to engage with visitors regarding our mask mandate and other safety protocols.
- Be familiar with the THBG Emergency Response Plan and ready to help direct visitors and staff as needed, working with other Tower Hill staff on the property, to safely address accidents with injury or property damage, non-injury related incidents with visitors, and other emergencies that may occur.
- Ensure that the closing announcements are made as scheduled and assist Facilities staff members with clearing the property at the end of the afternoon.
- Maintain accurate records, logs, and financial and visitor information reports. Document and report weekend activities and non-emergency issues that will need attention during the week.
- Train staff on Point of Sale and Customer Relationship Management software and processes.
- Provide auxiliary support to any private rental or special event occurring during the Manager’s work hours, especially as requested or when designated staff are not available.
- Other duties as assigned by the Visitor Services Manager.

Qualifications

- Friendly outgoing demeanor with the ability to communicate clearly to visitors of all backgrounds and abilities.
- Comfortable working in a fast-paced, busy environment.
- High school diploma or equivalent.
- Supervisory experience with a minimum of three years customer service experience, required.
- Cash handling experience preferred.
- Must be adept at learning new technology and software. Competency with Microsoft Office Suite required. Previous experience with Versai or similar Point of Sale and/or Microsoft Teams a plus.

Physical Demands/Working Conditions

- Must be able to work in an outdoor environment in all seasons and weather conditions.
- Must be able to bend, squat, kneel, stand, and walk for extended periods of time and navigate uneven ground and stairs easily.
- Must be able to lift 25lbs.
- Must be able to use standard communications equipment and office technology

Note: Duties described above, other duties, and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.

How to Apply

Send a cover letter and resume to jobs@towerhillbg.org, mail to Jobs, Tower Hill Botanic Garden, 11 French Drive, Boylston, MA, 01505, or come by to fill out an application. In your application, please mention that you are applying for the Weekend Visitor Services Manager position. No phone calls.

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