Visitor Services Associate – Gatehouse

Tower Hill Botanic Garden, PO Box 598, Boylston MA  01505  508-869-6111

<table>
<thead>
<tr>
<th>Direct Manager:</th>
<th>Operations Manager</th>
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<tbody>
<tr>
<td>Department/Group:</td>
<td>Visitor Operations</td>
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<tr>
<td>Job Category:</td>
<td>Non-exempt</td>
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<td></td>
<td>Permanent</td>
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<td></td>
<td>Part-time</td>
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<tr>
<td>Location:</td>
<td>Boylston, MA</td>
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<tr>
<td>Travel Required:</td>
<td>None</td>
</tr>
<tr>
<td>Pay Rate:</td>
<td>$13.50 per hour</td>
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<tr>
<td>Contact:</td>
<td><a href="mailto:resumes@towerhillbg.org">resumes@towerhillbg.org</a></td>
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<tr>
<td>Date posted:</td>
<td>1/16/2020</td>
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<tr>
<td>Posting Expires:</td>
<td>When filled</td>
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Tower Hill Botanic Garden’s mission is to inspire the use and appreciation of horticulture to improve lives, enrich communities and strengthen commitment to the natural world. Our core values are Learning, Stewardship, Sustainability, Inclusivity, Joy and Excellence. Our vision is to grow our gardens and programs to connect with new audiences and deepen our relationship with those who know us. Our gardens will become a must-see destination drawing visitors from near and far. We will strive to become a collection of people and plants that can make a difference beyond our boundaries. We will work with others to develop and disseminate plant-based solutions to societal issues. Finally, we will lead some of those efforts to build a better world with plants and people.

Responsibilities

The Visitor Services Associate – Gatehouse is responsible for:

- Opening and closing gatehouse and gate in a timely manner.
- Greeting all visitors to property as they enter and collecting appropriate admission fees. Must be very familiar with all levels of membership and their associated benefits so as to accurately admit members.
- Accurately processing cash, check, and credit card transactions for admissions in a fast-paced environment. Register drawers are to be counted at the beginning and end of each day.
- Maintaining high standards of customer service while under pressure.
- Providing an extraordinary, inclusive welcome for all visitors, and setting the stage for enjoyable experience at Tower Hill.
- Distributing maps and, when time allows, telling visitors about membership, daily programs, or garden highlights which change throughout the year.
- Directing all non-garden visitors and deliveries to the Stoddard Education and Visitor Center or receiving area as appropriate.
- During busy shifts, working closely with coworkers and volunteers to keep lines moving.
- Keeping gatehouse tidy and uncluttered.
- Gatehouse staff may be cross-trained to cover the Information Desk as needed.
- Other duties as assigned by the Operations Manager.
Visitor Services Associate – Gatehouse

Schedule

The Visitor Services Associate - Gatehouse position is year-round, hourly, and non-exempt from overtime. The gatehouse is staffed any time that the gardens are open to the public, days and hours change seasonally.

Shifts available Saturday and Sunday every other week, full or half day.

Qualifications

- High school diploma or equivalent.
- Minimum of one year customer service and cash handling experience required.
- Friendly outgoing demeanor with excellent communications skills.
- Ability to work in a fast-paced, busy environment.
- Must have own car.
- Computer literate. Previous experience with NCR Counterpoint a plus.

Physical Demands/Working Conditions

- Must be able to work in a semi-outdoor environment in all seasons and weather conditions.
- Must be able to bend, squat, kneel, stand, and walk for long periods of time and navigate uneven ground and stairs easily.
- Must be able to lift 25lbs.

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 resumes@towerhillbg.org, mail to Resumes, 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 position of Visitor Services Associate – Gatehouse and which shift(s) you are interested in. No phone calls.

Tower Hill Botanic Garden is an Equal Opportunity Employer.