Visitor Services Associate

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

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<tr>
<th>Direct Manager:</th>
<th>Operations Manager</th>
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<td>Department/Group:</td>
<td>Visitor Operations</td>
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<tr>
<td>Location:</td>
<td>Boylston, MA</td>
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<tr>
<td>Pay Rate:</td>
<td>$13.50-$14.25 per hour</td>
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<td>Date posted:</td>
<td>11/27/2020</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

Visitor Services Associates at Tower Hill are responsible for greeting and assisting all visitors to the property including general visitors, members, donors, and volunteers 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. These roles are physically split into two areas of the property but we plan to consolidate all services in the Visitor Center at some point in 2021.

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

Responsibilities

- Providing an extraordinary, inclusive welcome for all visitors, and setting the stage for an enjoyable experience at Tower Hill.
- Maintaining high standards of customer service while under pressure. Staff must be courteous, discreet, and professional at all times as all action and verbal exchange will take place in a public setting.
- Providing general information in-person and via the phone. Must maintain basic familiarity with gardens and programs so as to be able to answer visitor inquiries. Distributing maps and, when time allows, telling visitors about membership, daily programs, or garden highlights which change throughout the year.
- For Admissions at the Gatehouse, greeting all visitors as they drive onto the property and either selling admissions through our on-site point of sale system or checking-in pre-sold admissions through our online ticket reservation system.
- For Visitor Services in the Lobby, greeting all visitors who walk through the space and answering general questions about the Garden, assisting with and troubleshooting ticket reservations by phone, and facilitating membership sales.
- Maintaining familiarity with all membership levels and their associated benefits as well as currently offered

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admissions discounts.

- Opening and closing Gatehouse or Lobby of the Visitors Center in a timely manner. Duties include opening and closing the cash registers, as needed, keeping the area stocked with collateral and supplies, as well as monitoring the overall appearance of the space.
- 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.
- Directing all non-garden visitors and deliveries to the Visitor Center or receiving area as appropriate.
- During busy shifts, working closely with coworkers and volunteers to keep lines moving.
- Keeping gatehouse and Visitor Services Desk tidy and uncluttered.
- Providing support for other staff and departments as needed.
- Other duties as assigned by the Operations Manager.

Schedule

The Visitor Services Associate position is year-round, hourly, and non-exempt from overtime. The Garden is open seven days a week and both the Gatehouse and Visitor Services Desk are staffed any time the Garden is open to the public, including some seasonal evening hours.

Two shifts are currently available. Looking to hire two individuals or one individual for both shifts:
- Weekdays: Mondays, Wednesdays, and Fridays: 10:00am – 3:30pm
- Weekends: Saturdays and Sundays: 9:30am – 4:30pm

Qualifications

- Friendly outgoing demeanor with excellent communications skills.
- Ability to work in a fast-paced, busy environment.
- High school diploma or equivalent.
- Minimum of one year customer service and cash handling experience required.
- Must be proficient with computers and Microsoft Office Suite. 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 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 position of Visitor Services Associate and which shift(s) you are interested in. No phone calls.

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