

**Guest Services Intern**

**Job Description**

**P Position:** Guest Services Front Desk Intern

**Reports to**: Volunteer & Guest Services Coordinator

**CMBG Mission:** The mission of Coastal Maine Botanical Gardens is to inspire meaningful connections among people, plants, and nature through horticulture, education and research.

**Internship Mission:** Prepare college students to enter the field of guest services by providing an understanding of the organizational and interpersonal skills relevant to offering high-quality guest services in a non-profit setting.

**Academic/Experiential-Learning Nexus: Guest Services; Human Resources Management; Operations Coordinating; Interdepartmental Relations**

**Position Summary:**

Interns serving Gardens guests at the Front Desk are a public face of Coastal Maine Botanical Gardens (CMBG) as well as a support to operations at the Front Desk. They are expected to provide a welcoming entrée to the Visitor Center and maintain the smooth operation of guest relations in the Visitor Center.

**Duties:**

* Greet Guests with an outgoing personality, exhibiting the measurable behaviors listed in Quality Standard #2 (attached).
* Process admissions through CounterPoint and Outbound (the computer) and gain confidence in utilizing backend functions in these two programs.
* Provide the Front Desk with small change to prepare for sales each morning and maintain a daily account of the Guest Services bank.
* Provide accurate information and assistance to visitors on site and keep the Front Desk apprised daily of any changes to events or schedule
* Assist in transportation within the Gardens campus for guests if necessary.
* Receive an updated daily volunteer schedule for the Front Desk from the Volunteer Coordinator and/or Volunteer Program Intern.
* Develop a firm knowledge and understanding of CMBG and its range of offerings including lectures, exhibits, tours and other public programs.
* Actively engage in membership development by promoting CMBG memberships.
* Help keep the Visitor Center clean during operating hours including regular bathroom checks and sweeping or vacuuming floors when necessary and when Facilities Department is not available.
* Restocking all Front Desk supplies (forms, receipt paper, stickers, maps, etc.) as well as literature boxes in the “cubby’ and individually in the kiosks.
* Assist in locking/securing the Gardens, Visitor Center and parking lots at closing.
* Perform other duties as assigned.

**Qualifications:**

The successful candidate must have an outgoing personality; computer skills; solid organizational skills; a love for plants, nature, and the outdoors; and an interest in serving the constituencies of CMBG as well as learning more about the Gardens’ environment.

**Work schedule:**

Approximately 40 hours/week from June 1 to the beginning of the academic year, with core hours generally scheduled between 8:30 a.m. and 6:30 p.m..

**Send resume to:** [Employment@mainegardens.org](mailto:Employment@mainegardens.org)

Coastal Maine Botanical Gardens, Attn: Human Resources

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