



Guest Services Associate

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

Position Summary: Reporting to the Manager of Guest Services, employees serving Gardens guests in the Visitor Center are a public face – and often the first face - of Coastal Maine Botanical Gardens (CMBG). They are expected to provide a welcoming entrée to the Visitor Center and introduce guests to the range of services and experiences offered, as well as collect admissions and be a source for accurate information. The Guest Services Associate will be responsible for:

- Greet guests with an outgoing personality, exhibiting the measurable behaviors listed in Quality Standard #2 of Gardens For YOU Guest Services Program
- Process admissions and reservations by being friendly and proficient on the computer.
- Provide accurate information and assistance to guests.
- Assist in transportation within the Gardens for guests if necessary on assigned days
- Work at the “Info-Desk” on assigned days
- Help direct and work with volunteers.
- 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 Facilities Department is not available.
- Stocking all literature for availability.
- Assist in locking/securing the Gardens, Visitor Center and parking lots at closing.
- Perform other duties as assigned.

Qualifications:

- Niceness
- Excellent customer service skills
- Verbal communication skills
- Team work orientation
- Ability to stand for long periods
- A desire to learn more about the Gardens.

Schedule: This is a seasonal position, Mid-April – October 31. Available shifts are: Tuesday – Saturday, 40 hrs/week to October 31; Friday - Sunday until September 1, when it then includes two additional days; Friday-Monday until October 31. All shifts may include working Gardens Aglow, mid-November-December 31, Thursday through Sunday, 2:00-9:30 pm.

To Apply: Qualified candidates should submit a cover letter describing their interest in the position, a resume, and a list of three references to: Amanda Russell, Manager of Guest Services at arussell@mainegardens.org.

Application Deadline: Until the position is filled.