

## Guest Services Associate

**Reports to:** Guest Services Manager

**FLSA:** Hourly, non-exempt

**Summary:** 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.

**Essential Functions:** *(This job requires the performance of the following tasks, with or without accommodation. Incumbents may be regularly or occasionally required to assume additional responsibilities or perform additional tasks.)*

- Greet guests, 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.
- Stock all literature as necessary.
- Assist in locking/securing the Gardens, Visitor Center and parking lots at closing.

### Qualifications:

- Niceness
- Excellent customer service skills
- Verbal communication skills
- Team work orientation
- Ability to stand for long periods
- Ability to operate a POS computer screen and to make change
- A desire to learn more about the Gardens

### Work schedule:

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

This is a seasonal position, Mid-May – October 31, approximately 32-36 hours/week, with hours scheduled between 8:30 a.m. and 6:30 p.m. During Gardens Aglow, mid-November to December 31, the schedule will be within the period Thursday through Sunday, 2-9:30 p.m.

**Physical and environmental factors:**

Although the majority of the work is performed indoors, there are outdoor aspects to the job which may be performed in inclement weather. The work requires standing for long periods of time, with daily walking and/or driving shuttle bus. Must be able to communicate in English.

*This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this job description is intended to be an accurate reflection of the current job, the company reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances dictate (such as emergencies, changes in personnel, work load, rush jobs, or technological developments).*

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