

Guest Experience Associate

Reports to: Guest Experience Lead or Manager

FLSA: Hourly, non-exempt

Pay Grade: \$14.00/hour

Summary: Guest Experience Associates, working on the phone and in admissions, are often the first experience guests have with Coastal Maine Botanical Gardens (CMBG). They are expected to provide a welcoming entrée to the Gardens and introduce guests to the range of services and experiences offered at CMBG, while also facilitating admission or membership and serving as a source of accurate information about all aspects of the Garden experience.

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.)*

Phone duties:

- Greet guests in a positive and friendly manner and provide excellent customer service in all forms of communication—in person, on the phone, and in email.
- Register individuals for programs, special events and admissions.
- Handle changes and refunds for programs, special events and admissions.
- Continually update your knowledge and understanding of CMBG and its range of offerings, including lectures, exhibits, tours, and other public programs to provide accurate information and helpful assistance to guests.
- Ensure that phone greetings and phone tree information are current.

Admissions duties:

- Greet guests with a welcoming, friendly demeanor and respond to any guest questions or complaints with patience and understanding.
- Process admissions and reservations on the Point of Sale system (TAM), which includes computer comfort/knowledge, handling and counting cash, and processing credit card payments.
- Actively engage in membership development by promoting and processing CMBG membership applications.
- Help keep the Visitor Center neat and clean during operating hours, including regular bathroom checks and sweeping or vacuuming floors when the Facilities Department is not available.

- Open and lock the doors to the Visitor Center at opening and closing. Monitor parking lots at closing time to ensure all guests have left the property.

Qualifications:

- Friendliness
- Excellent customer service skills
- Verbal communication skills and ability to communicate proficiently in English
- Teamwork 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:

This is a seasonal position, May 1 – October 17, approximately 20 hours per week, with hours scheduled between 9:00 am and 5:30 pm. Additional hours may be required during Gardens Aglow, from mid-November to December 31. Shifts are scheduled Thursday through Sunday, approximately 3:00-9:00 pm. Hours are subject to change as we respond to changing conditions.

Physical and environmental factors:

The majority of the work is performed indoors during the summer and there are outdoor aspects to the job. which may be performed in inclement weather. In the winter, the work is outdoors. The work requires standing for long periods of time with daily walking and/or driving a golf cart.

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).