

Guest Experience Admissions Supervisor

Reports to: Guest Experience Director

FLSA: Hourly, non-exempt

Summary: The mission of Coastal Maine Botanical Gardens (CMBG) is to inspire meaningful connections among people, plants, and nature through horticulture, education, and research. We do this work together in a community dedicated to being inclusive, diverse, equitable, and accessible—every member is valued, respected, and appreciated.

This position supports the mission by serving as an ambassador for the organization, providing guests with a welcoming entrée to the Gardens, and introducing them to the range of services and experiences offered at CMBG. The Guest Experience team is often the first impression guests have of Coastal Maine Botanical Gardens, and they provide a valuable opportunity to enrich the visitor experience through friendly, helpful, and efficient service. The Guest Experience Supervisor works side-by-side with the Admissions team at the Visitor Center desk and provides on-the-job coaching and support of team members. This position models excellent customer service, while also enforcing Gardens policies, and facilitates admission and membership while serving as a source of accurate information about all aspects of the Gardens' experience. The Supervisor handles any guest issues that a team member cannot solve, disseminates information from the Director to the team, assists with staff scheduling, reviews and approves time cards, and assists with handling guest emergencies in the Gardens. In addition, this position serves as the leader on duty during business hours in the Guest Experience Director's absence.

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.)*

In addition to performing all the functions of a Guest Experience Team Member (below), the Supervisor must:

- Create a pleasant working environment that inspires the Admissions team.
- Provide on-the-job-coaching and empower team members with skills to improve their confidence, knowledge, and communication skills.
- Resolve guest issues and enforce policies while modeling excellent customer service and leading by example.
- Disseminate information from the Guest Experience Director to the team and relay feedback or concerns from the team back to the Guest Experience Director.

- Bring questions or issues to the attention of management in a timely and appropriate manner, and share customer feedback with management.
- Assist the Guest Experience Director with staff scheduling as necessary, including reviewing and approving Admissions team member timecards as needed.
- Count and manage cash in registers and the safe.
- Coordinate medical and safety emergencies in collaboration with the Facilities Department.
- Serve as leader-on-duty in the absence of the Guest Experience Director.

Guest Experience Team Members:

- Greet guests with a welcoming, friendly demeanor and respond to any guest questions or complaints with courtesy and patience.
- Process admissions and make reservations and refunds on the point-of-sale system (TAM). Count cash and process credit card payments.
- Actively engage in membership development and process CMBG membership applications.
- Assist guests with renting mobility devices such as motorized scooters, wheelchairs, and walkers.
- Open and lock the Visitor Center doors at opening and closing.
- Conduct a sweep of the Gardens at closing time and monitor parking lots to ensure all guests have left the property.
- 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.
- Continually update knowledge and understanding of CMBG, including the Gardens' layout and its range of offerings, in order to provide accurate information and helpful assistance to guests.
- Support a culture that welcomes all people to the Gardens and creates meaningful experiences with the natural world and the people around them.

Qualifications:

- Excellent customer service skills with a friendly, positive attitude.
- Ability to work efficiently in a fast-paced environment.
- High school diploma or similar.
- Confidence and skillful people skills.
- Strong organizational skills to give the team direction.
- Excellent verbal communication skills and ability to communicate proficiently in English.
- Comfort interacting with guests, volunteers, staff, board members, and the community, striving to exceed guest expectations and creating an exceptional experience for those visiting the Gardens.
- Possess teamwork orientation that supports and uplifts the work environment.
- Ability to stand for long periods.
- Ability to operate a point-of-sale computer and to make change.
- A desire to learn more about the Gardens.
- Commitment to working across the organization to support the integration of IDEA (Inclusion, Diversity, Equity, and Accessibility) principles into CMBG's internal operations and its relationships with visitors and guests.

Work schedule:

This is a seasonal position, May 1 – mid October, up to 40 hours per week, with hours scheduled between 9:00 am and 5:30 pm. Additional hours may be available during Gardens Aglow, from mid-November to January 1. Gardens Aglow shifts are generally 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 regular summer season, but there are outdoor aspects to the job which may be performed during inclement weather. The work requires standing for long periods of time with daily walking and/or driving a golf cart. In the winter, the work can be indoors or outdoors.

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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