

### **Guest Experience Admissions Team Member**

**Reports to:** Manager of Guest Experience

**FLSA:** Hourly, non-exempt

**Pay Grade:**

**Summary:** The mission of Coastal Maine Botanical Gardens 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 (CMBG), and they provide a valuable opportunity to enrich the visitor experience through friendly, helpful, and efficient service.

**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 such as answering phones or staffing the Information Desk.)*

- Greet guests with a welcoming, friendly demeanor and respond to any guest questions or complaints with courtesy and patience.
- Process admissions and reservations 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.
- May fill in as a Guest Experience Phones Team Member as the workflow requires.
- 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.
- Excellent verbal communication skills and ability to communicate proficiently in English.
- Ability to comfortably interact 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 a 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, approximately 20 - 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 in 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).*