

## Guest Services Associate

Written by Green Bay Biological Gardens  
Wednesday, 16 July 2014 10:53 -

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### GREEN BAY BOTANICAL GARDEN

#### POSITION DESCRIPTION

TITLE: Guest Services Associate

DEPARTMENT: Operations

FLSA STATUS: Non-Exempt, Part-Time

WORK HOURS: Weekends year round and evenings during the summer months, 10-20  
hours per week

REPORTS TO: Guest Services Coordinator

DATE: July 8, 2014

#### Position Summary

Oversee daily operations of buildings and grounds during weekends and extended summer hours. Provide exceptional customer service to visitors and members and help GBBG move forward on its mission to serve people in the community through year-round educational and recreational experiences.

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### **Job Duties**

1. Open and/or close Garden grounds and Visitor/Education Centers; reconcile CounterPoint cash register sales.
2. Act as source of information & coordination for members, visitors, and volunteers regarding the Garden and its programs.
3. Welcome members and visitors, answer phones and process sales transactions through CounterPoint cash register; monitor retail Gift Shop.
4. Train and supervise volunteer greeters to assist with customer service needs.
5. Supervise and assist on-site Event Host as needed for private rental events.
6. Cross-train as Event Host and assist with servicing private events and rentals as needed.
7. Maintain open communication with day staff and volunteers.
8. Serve as Garden ambassador -- encourage interested visitors to buy memberships, register for events & volunteer.
9. Maintain general appearance, ambiance and functionality of Garden buildings, including restocking restroom products and cleaning as needed.

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10. Continually recommend improvements for greater operation efficiency.
11. Ensure visitor safety and security by touring property regularly.
12. Oversee guests and volunteers follow Garden rules and policies.
13. Perform other duties as assigned.

### **Experience & Skills Required**

- Certificate or Associate degree from a technical school and 2-3 years related experience; or equivalent combination of education and experience.
- Minimum 2 years experience operating a P.O.S. system, handling cash and credit transactions.
- Possess high level of interpersonal skills and superior communication skills – able to speak and write clearly and concisely, listen and get clarification.
- Comfortable managing a wide variety of concurrent responsibilities with an accommodating style.
- Able to work independently, problem-solve and make necessary decisions using sound judgment.

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- Demonstrate strong attention to detail, accurate and thorough in task completion.
- Flexible and willing to adapt to change.
- Possess basic computer skills including Microsoft Office.
- Willing to be outdoors for short periods of time in all types of weather and able to operate golf cart.
- Must occasionally lift and/or move up to 20 pounds.
- Experience working within a non-profit environment and/or using community resources is a plus.
- Gardening knowledge a plus.

To apply, please e-mail your resume and cover letter by Monday, July 21:

[Info@gbbg.org](mailto:Info@gbbg.org)