

Position: Membership and Guest Experience Operations Manager
Department: Visitor Services
Status: Full-Time, Exempt, 40 hours weekly
Reports to: Director of Membership and Guest Experience

Descanso Gardens seeks a Membership and Guest Experience Operations Manager charged with the operational responsibility for ensuring the highest standards of customer service by assisting with the development and overseeing the execution of a comprehensive strategy that includes all servicing touch points with general visitors, members, volunteers and Descanso Gardens' supporters. Under the direction of the Director of Membership and Guest Experience, the position plays a vital role in ensuring the annual financial health of Descanso through admission and on-site membership revenue.

The Manager oversees the implementation and execution of a comprehensive strategy for ensuring an exceptional guest experience by directing admission/memberships sales and providing accurate information about visitation policy, exhibitions, food services, membership events, public programs and institutional operations. The Manager provides for an overall outstanding visitor experience through efficient and effective admissions and crowd control processes, delivery of excellent customer service, and attention to members' needs, displaying a commitment to a culture of service in all interactions, and providing training and support to all staff to reinforce the organization's capability and competency in this area and to support other departments in achieving this end.

The Manager oversees the admission systems hardware and is responsible for the point-of-sale system and member database. This position directly supervises the on-site membership and guest services team, directs emergency procedures for the Gardens, and provides analysis and reporting of visitation trends and projections.

The Manager must have the ability to make decisions with empathy, creativity, and knowledge while supporting the Descanso culture with a positive attitude. Must have the ability to prioritize and to focus on goals while managing multiple projects in support of the Director of Membership and Guest Experience. Must foster a culture of accountability for employees and must be flexible and versatile while simultaneously thinking big but paying attention to the details.

This is an exempt, full-time, 40 hour weekly position with a required work schedule including all weekends with two midweek days off. The Manager may also be scheduled for evening hours and holidays as necessary, depending on the needs of the organization. Schedules may change seasonally. The Guest Services work environment is fast-paced and exceptionally busy, particularly during peak hours and high season.

ESSENTIAL FUNCTIONS, DUTIES, and RESPONSIBILITIES include but are not limited to:

MANAGEMENT RESPONSIBILITIES

- Maintain an updated procedure guide for all operations within Visitor Services;
- Responsible for project management, attendance at inter-departmental meetings, report writing and being the key contact for Visitor Services;
- Must have or develop a high proficiency and robust knowledge of Descanso Gardens' contact management software (Altru);
- Stay current on enhancements to the database and facilitate user training as appropriate;
- Responsible for operations of admissions systems hardware and notifying technical staff if repairs are needed; ensuring proper usage of point-of-sale system and member database by staff and keeping errors to a minimum, in cooperation with Development and Membership Data Coordinator;
- Advise Director on strategic decisions concerning budgeting strategies and membership analysis that involve operations goals and the health of the department.

STAFF SUPERVISION

- Supervise Guest Services personnel and volunteers to ensure understanding and support of Descanso's mission. Ensure personnel and volunteers are trained and maintain:
 - Descanso Gardens' customer services standards
 - Adherence to admissions policies
 - Proper cash handling, credit card transactions and accounting for all registers and drawers
 - Proper usage and knowledge of point-of-sale system and member database, keeping errors to a minimum
 - Adherence to DG work policies and procedures and safe work practices
- In collaboration with Administration, responsible for managing Guest Services personnel and volunteer recruitment and retention including, but not limited to; hiring, time sheets, performance reviews, coaching, and disciplinary actions. Monitors performance and provides feedback to assistant managers and representatives through ongoing regularly scheduled communication.
- Maintain and manage department staffing requirements on a year-round basis to reflect seasonal variations. Guest Services staffing requirements include:
 - Admissions
 - Membership
 - Enchanted Railroad
 - Boddy House
 - Sturt Haaga Gallery
 - Information Station
 - Group Tours
 - Assistance with occasional Development/Membership events
- In collaboration with other departments, responsible for the proper dissemination of information from all Guest Services personnel and volunteers to visitors (in person, phone, or internet) with regard to the landscape, garden activities, programs, special events, and other internal and external events on the calendar.
- Prepare and distribute reports as requested by Director of Membership and Guest Experience or Executive Director.
- Responsible for overseeing opening/closing procedures with the finance office, upholding all financial and accounting protocols.
- Respond to and report mishaps, injuries, and incidents and complete and submit the required forms immediately.
- Collects and, in partnership with senior management, responds to customer feedback.
- Other duties as assigned.

GUEST SERVICES FUNCTIONS

- Embrace and promote Descanso Gardens' philosophy, culture, and expectation of exceptional guest service.
- Oversee on-site servicing of Descanso Gardens guests assuring it is at the highest possible level, and serving guests in a prompt and efficient manner.
- Promote a positive environment for guests and associates through collaboration, respect, and trust.
- Interact with the general public and members in a professional manner by mail, email, phone, and personal contact relating to servicing issues, admission/ticket purchases, and events.

MEMBERSHIP FUNCTIONS

- Supervise the fulfillment of member benefits.
- Provide positive and accurate membership interactions and sales that take place either on-site, through the website, on the phone or through other points of service, according to established procedures. Be the model and coach for Guest Services staff for these procedures.

- Collaborate with the Development department to create and maintain accurate membership records.
- Oversee the execution of on-site member acquisition and retention strategies. Train the Guest Services staff to effectively carry out these strategies.
- May assist with membership or other key Descanso Gardens events, including those which may occur at night.

EQUIPMENT USED and PHYSICAL DEMANDS:

- Computer, cash register, phone, fax machine, credit card processing machine, calculator, copier, printer, hand-held (two-way) radio, sound system, projectors, golf cart.
- This position requires flexibility to work in an office and an active outdoor environment which includes public interaction, exposure to various noise levels, and other distractions throughout the Gardens.
- Must be able to walk long distances and on occasion access various areas of the Gardens including areas not accessible by paved roads or dirt trails.
- This position occasionally requires lifting of up to 15 pounds.
- Ability to work outdoors as needed.

QUALIFICATIONS and REQUIREMENTS:

- BA/BS degree is preferred. A combination of related education, training and/or experience will be accepted.
- 3 – 5 years demonstrated managerial experience, preferably in a hospitality, cultural performance, retail, or museum setting.
- 2 years sales, cash handling, scheduling, and customer service experience, minimum.
- Must have experience working in a fast-paced team environment.
- Experience in daily retail transactions, reconciliation, and reporting.
- Other critical attributes include extreme professionalism, maturity, and discretion; highly developed organizational skills; ability to problem-solve quickly and effectively; and strong interpersonal communication skills with diverse audiences.
- It is essential that the candidate have the flexibility and philosophical orientation to function effectively with staff, team members, trustees, volunteers, vendors, and the public.
- Must possess the ability to motivate and engage others.
- Must be willing to work outdoors in all weather conditions.
- Must be willing to work flexible hours, including evenings, weekends, and holidays, based on the operational needs of the department.
- CA driver's license.

Compensation: Commensurate to qualifications and experience.

To Apply: Interested parties may apply by submitting a MS Word or PDF **Letter of Interest and Resume** to jobs@descansogardens.org with **MGEOP1811** in the subject line. Only those meeting the minimum requirements and submitting all required information may be contacted for further inquiry. We will accept Letters of Interest and Resumes until the position is filled.

No phone calls, please.

Descanso Gardens Guild Inc. acknowledges that equal opportunity for all persons is a fundamental human value. Each employee will be considered on the basis of individual ability and merit, without regard to race, color, age, religion, national origin, disability, sexual orientation, sex, or marital status.