

Position: Visitor Services Assistant Manager
Department: Visitor Services
Status: Non-Exempt, Full-Time, 40 hours weekly
Reports To: Membership and Guest Experience Operations Manager

Descanso Gardens seeks a Visitor Services Assistant Manager responsible for ensuring quality frontline customer service at Descanso Gardens. Reporting to the Membership and Guest Experience Operations Manager, this full-time position will work directly with the public, Descanso members, and Descanso staff in all areas of visitor services including the Visitor Center, Boddy House, Sturt Haaga Gallery, Enchanted Railroad, Courtesy Shuttle, and Garden Tours. The Assistant Manager is responsible for assisting with employee and volunteer training, supervision, and scheduling; and executing Descanso Gardens' plans and events.

JOB CLASSIFICATION:

This is a full-time non-exempt position and will be scheduled on weekends, holidays, and occasionally evenings, depending on the needs of the organization. The Fall work schedule for the position will be Sunday, Monday, Tuesday, Wednesday, and Thursday (off on Friday and Saturday, initially), with start times ranging from 7:30 a.m. to 9:00 a.m., and end times ranging from 4:00 p.m. to 5:30 p.m., 40 hours weekly according to the needs of the department. This schedule will change with the seasons and on-going needs of the department, including Free Tuesdays, evening shifts for summer extended hours and the Garden's special winter event, *Enchanted: Forest of Light*.

ESSENTIAL FUNCTIONS OF THE POSITION include but are not limited to:

- Becoming personally adept, and training and managing Visitor Center Representatives, in the following:
 - Opening/closing procedures, admissions, Public Programs registration, Enchanted Railroad ticketing, special event and tour sales- all while observing all cash handling policies with minimal variance discrepancies.
 - Executing membership sales, renewals and upgrades.
 - Maintaining accurate data entry procedures in Altru for all incoming constituents.
 - Educating visitors on garden admissions policies and safety policies with politeness and tact.
 - Conducting guided garden tours for visitors and tour groups of 25 to 40 people, as needed.
 - Providing excellent visitor experience at the Boddy House and Sturt Haaga Gallery, ensuring spaces are well maintained by communicating with other Visitor Services staff.
 - Assisting with Enchanted Railroad and Courtesy Shuttle operations as needed.
 - Becoming trained in, and performing as-needed, CPR, First Aid, and AED operation.
 - Assisting in other Visitor Services projects, posts, and duties as assigned.
- Assuming responsibility for scheduling Visitor Services personnel and volunteers for the Visitor Center, Enchanted Railroad, Information Station, Boddy House, Sturt Haaga Gallery, daily tours, and other positions during both daily operations and special events.
- Maintaining a quality pool of staff and volunteers through providing performance feedback, coaching, and disciplinary actions.
- Assisting with the dissemination of information to all Visitor Services personnel, volunteers and 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.
- Preparing reports as directed by Membership and Guest Experience Operations Manager.

- Facilitating Train Coordinator by scheduling time for Coordinator to maintain paperwork and status reports, as well as scheduling trainings for Engineer and Conductor positions. Assistant Manager must also be communicating all mechanical issues on behalf of the department to the Membership and Guest Experience Operations Manager and Maintenance department.
- Processing daily deposits and preparing reconciliations with high accuracy.
- Reporting mishaps, injuries, and incidents, and completing the required reports immediately.
- Collecting, and in partnership with senior management, responding to customer feedback.

EQUIPMENT USED and PHYSICAL DEMANDS:

Computers, cash register, credit card processing, standard office equipment including phone, calculator, copier, fax machine, printer, chalkboard signs, hand-held (two-way) radio, Enchanted Railroad miniature train, and Courtesy Shuttle (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 stooping and lifting of up to 20 pounds.

QUALIFICATIONS AND REQUIREMENTS:

- AA degree required, at minimum.
- 2-5 years supervising and scheduling staff or volunteers required.
- 1 year of cash handling experience required; must be able to operate a computer-based cash register, handle simple calculations, and money transactions accurately and efficiently.
- 1 year experience preparing deposits and reconciling accounts desirable, 2-5 years preferred.
- 2 years demonstrated customer service experience in a retail or museum setting required.
- Experience and proficiency with Altru by Blackbaud (preferred); Microsoft Word, Excel, and Outlook; and Google Docs, Google Sheets, and Gmail (required).
- If Altru training is needed, position requires prompt acquired proficiency in donor and membership database in order to compile, analyze, and produce transactional reports.
- Must demonstrate excellent communication skills and telephone etiquette.
- Must have an outgoing personality and be a quick learner to be able to inform public about the garden and various events and classes.
- Must be self-motivated, have a high degree of integrity, honesty, and a strong work ethic.
- It is essential that the candidate have the flexibility and disposition to interact effectively with staff, team members, trustees, volunteers, vendors, and the public.
- Other critical attributes include professionalism, maturity, and discretion; highly developed organizational skills; and the ability to problem solve quickly and effectively.
- Must be able and willing to work outside in all weather conditions including rain, cold, and heat.
- Must be willing to work flexible hours based on the operational needs of the department.
- A valid California driver's license is required.

Compensation: \$16 to \$18 per hour depending on experience and qualifications

To apply: Interested parties may apply by submitting a MS Word or PDF **Letter of Interest and Resume** to jobs@descansogardens.org with VSAMFT1908 in the subject line. Only those applicants meeting the minimum requirements and submitting all required information may be contacted for further inquiry. We will accept 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.