

Position: Guest Services Representative
Department: Guest Services
Status: Part Time, Non-Exempt, 20 hours weekly
Reports to: Membership and Guest Experience Operations Manager

The Guest Services Representative is responsible for providing frontline customer service at Descanso Gardens. Reporting to the Membership and Guest Experience Operations Manager, this part-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 Tours.

JOB CLASSIFICATION:

This is a part-time, non-exempt position and will be scheduled on weekends, holidays and occasionally evenings, depending on the needs of the organization. The anticipated work schedule for the position will include weekends, holidays, and some evenings; shift lengths will range from 4 to 8 hours during hours of operation. These hours and schedule are subject to change depending on the seasonal and on-going needs of the department, including Free Tuesdays and evening shifts for summer extended hours and Gardens' special winter event, Enchanted: Forest of Light.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES include but are not limited to:

- Performs all Visitor Center operations including, but not limited to, opening/closing, admissions, Public Programs, Enchanted Railroad ticketing, special event and tour sales while observing all cash handling policies with minimal variance discrepancies and while handling confidential media/visitor information with discretion.
- Responsible for executing membership sales, renewals, and upgrades.
- Responsible for maintaining accurate data entry procedures in Altru for all incoming constituents.
- Educates visitors on admissions policies and safety policies with politeness, tact and respect.
- Conducts guided garden tours for visitors and tour groups of 25 to 40 people as needed..
- Responsible for providing excellent visitor experience at Boddy House and Sturt Haaga Gallery; ensures spaces are well maintained by communicating with other Visitor Services staff; may occasionally assist with volunteer and new employee training; may open and close spaces as needed
- Assists with Enchanted Railroad and Courtesy Shuttle operations as needed, including being trained and driving both vehicles.
- Will be trained in First Aid, AED operation and proper incident documentation and communication.
- Assists in other Visitor Services, projects, posts and duties as assigned.

EQUIPMENT USED and PHYSICAL DEMANDS:

Computer, cash register, credit card processing, standard office equipment including phone, calculator, copier, fax machine, printer, hand-held (two-way) radio, Enchanted Railroad miniature train and courtesy shuttle (golf cart).

This position requires flexibility to work in an office, and active outdoor environment which includes public interaction, exposure to various noise levels weather conditions 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.

QUALIFICATIONS AND REQUIREMENTS:

- One year of cash handling experience highly preferred; must be able to operate a computer-based, cash register, handle simple calculations, and cash and credit transactions accurately and efficiently.
- Two years customer service experience required
- Experience and proficiency with Altru by Blackbaud; Microsoft Word, Excel and Outlook; and Google Docs, Google Sheets, and Gmail preferred.
- Must demonstrate excellent communication skills and telephone etiquette.
- Must have a welcoming and friendly 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 and be welcoming and friendly with guest and team members, members, trustees, volunteers, and vendors.
- A valid California driver's license required.

Compensation: \$16.00 per hour

Interested parties may apply by submitting a MS Word or PDF Letter of Interest and resume to jobs@descansogardens.org with **GUEST2204** in the subject line. Only those applicant with 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 and applicant will be considered on the basis of individual ability and merit, without regard to race, color, religion, age, sex, sexual orientation, gender identity, gender expression, pregnancy, national origin, marital status, physical disability, mental disability, medical condition, genetic information, protected military or veteran status, or any other characteristics.