

Position: Guest Services Representative/Enchanted Railroad Engineer
Department: Guest Services
Status: Full-Time, Non-Exempt, 40 hours weekly
Reports to: Courtyard Guest Experience Operations Manager

Descanso Gardens seeks an Enchanted Railroad miniature train Engineer responsible for providing frontline customer service at Descanso Gardens. Reporting to the Courtyard Guest Experience Operations Manager, this full-time position will work directly with the public, Descanso members, and Descanso staff in all areas of guest services including the Visitor Center, Enchanted Railroad, Boddy House, Sturt Haaga Gallery, Courtesy Shuttle and Group Tours.

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. This schedule is subject to change depending on the seasonal and on-going needs of the department, including evening shifts for summer extended hours and the Gardens' special winter events, Carved and Enchanted: Forest of Lights.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES include but are not limited to:

- Responsible for providing an excellent guest experience on the Enchanted Railroad, the Gardens' miniature train ride, including driving the train and training staff and volunteers to operate the train and in supporting positions. Maintenance and facility oversight, including preparing work orders for manager's approval. Will maintain accurate records to ensure all volunteers/employees are trained/re-trained on a timely basis and in preparation for inspections.
- Performs all Visitor Center operations including, but not limited to, opening/closing, admissions, and special event sales while observing all cash handling polices with minimal variance discrepancies and while handling confidential media/visitor information with discretion.
- Responsible for executing membership sales, renewals, and upgrades.
- Educates visitors on admissions policies and safety polices with politeness, tact and respect.
- Will be trained in First Aid, AED operation and proper incident documentation and communication.
- Responsible for providing an excellent visitor experience at Boddy House and Sturt Haaga Gallery; may open and close spaces as needed
- Assists in other Guest projects, posts and duties as assigned.

EQUIPMENT USED and PHYSICAL DEMANDS:

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

This position requires flexibility to work in an office, different weather conditions and 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 occasions 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:

- Two years customer service experience required.
- 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.
- 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 be welcoming and friendly with guests, interact effectively with staff team members, trustees, volunteers, vendors.
- A valid California driver's license required.

Compensation: \$17.00 per hour

Interested parties may apply by submitting a MS Word or PDF Letter of Interest and Resume to jobs@descansogardens.org with **TRAIN202208** 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 based on individual ability and merit, without regard to race, color, age, religion, national origin, disability, sexual orientation, sex, or marital status.