

Position: Lead Guest Services Representative
Department: Guest Services
Status: Full-Time, Non-Exempt, 40 hours weekly
Reports to: Guest Services Manager

Descanso Gardens seeks a Lead Guest Services Representative responsible for providing frontline customer service at Descanso Gardens. Reporting to the Guest Services 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, Boddy House, Sturt Haaga Gallery, Enchanted Railroad, Courtesy Shuttle and Tours. In addition, the Lead will assist the manager with tasks such as scheduling, call center, staff timesheet review, group tour reservations, and other duties as assigned.

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 nighttime winter events, Carved and Enchanted Forest of Lights.

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 events, photography permits and group tour sales, observing all cash handling policies with minimal variance discrepancies and handling confidential media/guest information with discretion.

- Responsible for executing membership sales, renewals, and upgrades.
- Responsible for maintaining accurate data entry procedures in Altru for all constituents.
- Interacts with guests with politeness, tact, and respect.
- Conducts guided garden tours for visitors and tour groups of 25 to 40 people as needed.
- Responsible for planning and coordinating group tours including contract review and scheduling and coordinating with the Education department
- Assists with departmental staff training including manual updates, procedures, new hire orientation, etc.
- Responsible for providing excellent visitor experience at the Boddy House and Sturt Haaga Gallery; ensures spaces are well maintained by communicating with other Guest Services staff; may occasionally assist with volunteer and new employee training.
- Assists with Enchanted Railroad and Courtesy Shuttle operations as needed, including being trained to drive both vehicles.
- Will be trained in First Aid, AED operation and proper incident documentation and communication.
- Assists Guest Services Manager with tasks such as department scheduling, staff timesheet review, group tour reservations and staffing the call center, as needed.
- Assists in other Guest 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, printer, hand-held (two-way) radio, Enchanted Railroad miniature train, and AED (Automated External Defibrillator) 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:

- 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 the public about the Gardens 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, and the public.
- A valid California driver's license required.

Compensation: \$18.50 per hour

Interested parties may apply by submitting a MS Word or PDF Letter of Interest and Resume to jobs@descansogardens.org with **LEAD202209** 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.