

Position: Guest Services Representative

Department: Guest Services

Status: Full-Time, Non-Exempt, 40 hours weekly

Reports to: Guest Services Managers

JOB DESCRIPTION:

Descanso Gardens seeks a Guest Services Representative to provide excellent front-line customer service that promotes a welcoming and positive experience for all visitors. As part of the guest services team, this part-time representative will work directly with the public, and Descanso Gardens members, staff and volunteers, in all areas of guest services including the Visitor Center, membership table, ticketing podiums, Boddy House, Sturt Haaga Gallery, the Train and courtesy shuttle.

JOB CLASSIFICATION:

This is a full-time, non-exempt position. The gardens are open 364 days/year with extended evening hours in Spring and Summer and evening programming in Fall and Winter. Shift times and weekly schedules are subject to change depending on the seasonal and on-going needs of the department and the garden. This position requires weekend and evening work.

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

- Ensures excellent customer service and positive visitor experiences that encourage repeat visitation and ongoing engagement with the gardens.
- Performs all Guest Services operations including, but not limited to, opening/closing, admissions and program ticket sales, membership sales, call center staffing, support of public programs and special events, volunteer support.
- Responsible for executing membership sales, renewals and upgrades.
- Responsible for completing sales transactions with a high degree of accuracy and efficiency.
- Educates visitors on garden policies (admissions, safety, food & drink, etc.) with politeness, tact and respect.
- Handles member/visitor information with discretion and good judgment.
- Stays up to date on procedures, membership promotions, garden programs and events, garden botanical collections and seasonal highlights.
- Responsible for staffing garden exhibition spaces, including the Boddy House and Sturt Haaga Gallery. Ensures spaces are well maintained, open and close spaces as needed, assist with volunteer and new employee training as appropriate, welcome visitors and answer visitor questions.
- Assist with the Train and courtesy shuttle operations as needed, including being trained on driving both vehicles.
- Will be trained in First Aid, AED operation and proper incident documentation and communication.
- Other duties as assigned.

EQUIPMENT USED and PHYSICAL DEMANDS:

- Computer, cash register, phone, credit card processing machine, calculator, copier, printer, hand-held (two-way) radio, 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 cover long distances and on occasion access various areas of the Gardens including areas not accessible by paved roads or dirt trails.
- Must be able to remain in a stationary position for long periods of a shift.
- This position occasionally requires lifting 15 pounds.

QUALIFICATIONS and REQUIREMENTS:

- 1 years sales, cash handling experience highly preferred. Must be able to operate a computer-based cash register, handle simple calculations, and credit transactions accurately and efficiently.
- 2 years customer service experience required.
- Experience and proficiency with Altru by Blackbaud POS systems preferred.
- Intermediate knowledge of Gmail, Google docs, and Google Sheets preferred.
- Must demonstrate excellent communication skills and telephone etiquette.
- Must have a welcoming and friendly personality and be able to inform the 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 guest and team members, members, trustees, volunteers and vendors.
- Bilingual preferred but not required.
- A valid California driver's license is required.

COMPENSATION: \$17 per hour

To apply: Interested parties may apply by submitting a MS Word or PDF Letter of Interest and Resume to jobs@descansogardens.org with GS2024FT in the subject line. We will accept resumes until the position is filled.

No phone calls, please.

Descanso Gardens Foundation 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, gender, or marital status.