

**Position:** Guest Services Coordinator, Call-Center  
**Department:** Guest Services  
**Reports to:** Guest Services Managers  
**Status:** Full-Time, Non-Exempt, 40 hours weekly

**JOB DESCRIPTION:**

A key member of the Guest Services team, the “Guest Services Coordinator, Call-Center” supports excellent customer service and a welcoming, positive experience for all visitors by overseeing general operations of the Descanso Gardens call-center with a particular focus on supporting seasonal programs “Carved” and “Enchanted: Forest of Light.” Under direction of the Guest Service Managers, the Guest Services Coordinator will schedule, train and support call center staff including temp staff and Descanso staff. As part of the guest services team, the coordinator will work directly with the public, and Descanso Gardens members, staff and volunteers, in all areas of guest services including the Call Center, Visitor Center, membership table, ticketing podiums, Boddy House, Sturt Haaga Gallery, Descanso Railroad 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.
- Under the direction of the Guest Service Managers, oversees the day-to-day operations of the call-center.
  - Provides excellent customer service by responding to calls and emails received by call-center.
  - Works closely with GS Managers and other staff to identify common visitor questions/concerns and ensure appropriate responses are provided.
  - Trains and supports call-center staff.
  - Assists with call-center staff hiring and scheduling as appropriate.
  - Responsible for inventory and maintenance of equipment and supplies used within the call-center.
  - Communicates across departments to support call center operations including special events, public programs, development, membership, etc.
- Participates in department planning and assists with staff and volunteer training.
- 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.

### **QUALIFICATIONS and REQUIREMENTS:**

- 1 year 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.
- 1 year training or coordinating staff or volunteers preferred.
- 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.
- Highly developed organizational skills and excellent attention to detail required.
- It is essential that the candidate has 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.

### **EQUIPMENT USED and PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- 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 work extended periods of time both walking and/or standing.
- This position occasionally requires lifting 15 pounds.

**COMPENSATION:** Up to \$22 per hour

**TO APPLY:** Interested parties may apply by submitting a MS Word or PDF **Letter of Interest** and **Resume** to [jobs@descansogardens.org](mailto:jobs@descansogardens.org) with "GS Coordinator 2025" in the subject line. 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, gender, or marital status.