

Position: Guest Services Manager, Engagement

Department: Guest Services

Status: Full-Time, Exempt, 40 hours weekly

Reports to: Director of Guest Experience

JOB DESCRIPTION:

Descanso Gardens seeks a Guest Services Manager, Engagement to ensure a welcoming and positive experience for all visitors. This position will be responsible for all aspects of customer service related to public admissions at the garden, focusing on supporting engaging experiences that help achieve the institutional mission of “connecting people with nature and one another.” An active member of the front-line customer service team, the Guest Services Manager will hire, train, and manage a team of Guest Service Representatives and support a team of Guest Service volunteers. Working across teams, this position will create, update, and execute processes and procedures that support Descanso’s diverse audience and dynamic operations. The successful candidate will have the ability to make decisions with empathy, creativity and good judgment while supporting the Descanso mission, visitor satisfaction, and a positive work culture.

JOB CLASSIFICATION:

This is a full-time, exempt position. The hours and needs vary by season and are based on the needs of the store and the gardens. The gardens are open 364 days/year with extended evening hours in Spring and Summer and evening programming in Fall and Winter. 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.
- Leads the day-to-day operations of the Visitor Center, admissions and ticketing, Boddy House, Sturt Haaga Gallery, large scale seasonal events (Carved and Enchanted Forest of Lights), Enchanted Railroad, and Information Station.
- Supervises and trains Guest Services staff.
- Coordinates, trains, and supports Guest Services volunteers.
- Oversees staff scheduling and assists with anticipating and managing seasonal fluctuations in staffing levels.
- Work closely with Advancement and Membership teams to support excellence in member experiences, effective messaging about membership, and growth of membership program.
- Coordinates across departments to support programs including school programs, special events and rentals, public programs, Gift Store programs, development events, member programs, etc.
- Works with Guest Services team members to collect, analyze, and utilize data to make recommendations and improvements with the goal of enhancing the visitor experience.
- Maintains a well-informed working knowledge of Descanso’s operational needs, botanical collections, exhibits, programs, guest amenities, and services for ongoing training of staff.
- Maintains a procedure guide for all operations within Guest Services.

- Develops and maintains a high proficiency of Descanso's POS system (Altru) and other systems used for operations and institutional communication.
- Works with the Director of Visitor Experience to execute strategic planning and both short and long-term goal setting for the Guest Services department.
- Participates in cross-departmental working groups.
- Represents Guest Services department at events and meetings.
- Assists with yearly reports, evaluation of departmental performance, and staff performance reviews.
- 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 and 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 requires lifting 15 pounds.
- Ability to work outdoors as needed.

QUALIFICATIONS and REQUIREMENTS:

- 3–5 years demonstrated managerial experience in a hospitality, retail, or customer service setting required. At least 1 year experience in a museum or cultural institution preferred.
- 2 years sales, cash handling, scheduling, and customer service experience required.
- 1 year managing staff required.
- 1 year working with volunteers preferred.
- Must have experience working in a fast-paced team environment.
- Experience in daily retail transactions, reconciliation, and reporting.
- Other critical attributes include the highest level of professionalism, maturity, and discretion; highly developed organizational skills; ability to problem-solve quickly and effectively; and strong interpersonal communication skills with diverse audiences.
- It is essential that the candidate has the flexibility and capability to function effectively with staff, team members, trustees, volunteers, vendors, and the public.
- It is essential that the candidate supports inclusion, diversity, equity and access goals.
- Experience working with related ideas and initiatives a plus.
- Must possess the ability to motivate and engage others.
- Must be willing to work outdoors in all weather conditions.
- Must be willing to work flexible hours, including evenings, weekends, and holidays, based on the operational needs of the gardens.
- Experience with Altru or other Blackbaud POS systems highly desirable but not required.

- Intermediate knowledge of Gmail, Google Calendar, Google docs, and Volgistics highly desirable.
- Bilingual (English/Spanish or another language) preferred but not required.
- CA driver's license required.

COMPENSATION: up to \$70,000 annually

To apply: Interested parties may apply by submitting a MS Word or PDF Letter of Interest and Resume to jobs@descansogardens.org with **Guest Services Manager, Engagement** 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.