



Position: Guest Services Representative

Department: Guest Services

Status: Part-Time Seasonal, Non-Exempt, 3-4 days/24-28 hours weekly

Reports to: Guest Services Managers

The Guest Services Representative supports excellent customer service and a welcoming, positive experience for all visitors by welcoming guests and members, with a focus on supporting seasonal programs "Carved" and "Enchanted: Forest of Light." Under the direction of the Guest Services Managers, the Representative works directly with the public, members, staff, and volunteers across all guest service areas.

JOB CLASSIFICATION:

This is a part-time seasonal, non-exempt position. The Gardens are open 364 days per year with extended evening hours in spring and summer and evening programming in fall and winter. Shift times and schedules may change based on operational needs and include weekends, mornings, and evenings.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Ensures excellent customer service and positive visitor experiences.
- Scans guests' tickets and verifies correct entry for day/time
- Communicates across departments to support events, programs, membership, and development activities.
- Performs admissions, ticketing, membership sales, renewals, upgrades, opening/closing duties, and public program support.
- Supports Boddy House, Sturt Haaga Gallery, Descanso Railroad, and Courtesy Shuttle operations.
- Trained in First Aid, AED operation, and incident documentation.
- Performs other duties as assigned.

QUALIFICATIONS AND REQUIREMENTS:

- 1 year sales and cash handling experience preferred.
- 2 years customer service experience required.
- Experience with Altru by Blackbaud preferred.
- Intermediate knowledge of Gmail, Google Docs, and Google Sheets preferred.
- Valid California driver's license required.

EQUIPMENT USED AND PHYSICAL DEMANDS:

Computer, cash register, phone, credit card processing equipment, office equipment, two-way radio, miniature train, and courtesy shuttle. Must be able to work indoors and outdoors, walk long distances, stand for extended periods, and occasionally lift up to 15 pounds.

Compensation: Up to \$18.50 per hour