



Job Description

Position Title:	Representative, Visitor Experience
Position Reports:	Specialist, Visitor Experience
Exempt/Non-exempt:	Part time, Non-Exempt, Seasonal

Position Summary

The Visitor Experience Representative sets the tone for the visitor experience by direct interaction with guests in various capacities. The position will report to the Visitor Experience Specialist. Duties include processing admissions in a timely manner; communicating current/upcoming events to the public; taking initiative to increase membership enrollments; providing guidance and direction to guests; accurately processing POS and inventory transactions; following proper opening/closing procedures pertaining to POS and cash reporting procedures, answering incoming calls then directing, returning and forwarding calls to the appropriate departments; maintaining the Welcome Desk with various media; communicating Powell Garden rules to visitors when necessary; providing support to staff with various projects and duties as assigned; and adhering to all Human Resources rules regarding attendance and timecard procedures and dress code.

Essential Functions

Customer Service and Visitor Experience

- Provide excellent customer service to all Powell Gardens visitors. Answer questions, promote events, memberships, and other activities in the gardens.
- Check in guests and process point of sale transactions accurately and in a friendly and timely manner.
- Sign visitors up for memberships and renew existing memberships.
- Stay up to date on what is going on in the gardens, i.e. events, festivals, exhibitions, gardens to provide the best support and experience to visitors.
- Answer phone calls and emails in a timely and friendly manner.
- Keep guest spaces clean and organized.
- Other duties as assigned.

Food and Beverage

- Installing and deinstalling concession stands of product before and after major events, festivals, and signature events.
- Restock food and beverage at stations as needed and communicate inventory needs.
- Other duties as assigned.

Administrative Support

- Restock materials, supplies, food products, and merchandise.
- Communicate inventory needs.
- Receive direction from the department lead on how to support the other departments in the organization.
- Other duties as assigned.

Education

- High School Diploma or GED Required.
- 1 year customer service experience.
- Cash Handling preferred.

Knowledge/Experience

- Understanding of computers including database and Microsoft Office.
- Ability to implement needed information in the Altru database system.
- Basic math skills.
- Cash Handling experience preferred: Ability to accurately count cash and process POS transactions.
- Food & Beverage experience preferred.

Physical Requirements/Work Environment

Must be able to work weekends, nights, and holidays. Must be available to work as required at events or programs and attend necessary staff meetings outside of normal working hours. Able to remain in a stationary position up to 50% of the time; move about inside the office to perform normal duties; stand for long periods; and move throughout a multi-facility work location. To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This description is not intended as a contract and is subject to change and revision.

Disclaimer Statement:

Every effort has been made to make this job description as complete as possible. However, this position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other duties requested by their department supervisor.

Accepted By: _____

Date: _____