



About Us

As Kansas City's Botanical Garden, Powell Gardens provides 175 acres of recreation, adventure, and exploration. Established in 1988, Powell Gardens is a non-profit, public garden containing display gardens with rotating botanical displays, notable plant collections, seasonal programming and events, a three-mile nature trail, educational classes, art, architecture, breathtaking views, and more.

We believe our team members are our most important asset. By building strong relationships with each other, we can ensure that our guests have the best possible experience. We are looking for customer service focused individuals who want to make a difference in our visitors day at Powell Gardens. If you love working with people and in a beautiful setting, come leave your mark at Powell Gardens! Experience our beautiful gardens and join our team of experts.

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 Specialist, Visitor Experience. 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.

To Apply

Applicants interested in this position must submit the following to hr@powellgardens.org.

- Cover letter addressing the following:
 - Why are you interested and what do you expect to gain from the experience?
- Resume
- Three references: professional, academic, and/or personal

To view all of our current openings, please go to www.powellgardens.org