About Us

As Kansas City's Botanical Garden, Powell Gardens plays a vital role in the community as a space for release, rejuvenation, and the celebration of the fleeting nature of nature itself. Visitors enjoy themed display gardens, a three-mile nature trail, seasonal festivals, rotating exhibitions, and exceptional architecture. Established in 1988, Powell Gardens is a public garden, maintaining 970 acres of lush, rolling hills and windswept meadows, with more than 175 acres and a large collection of plants open to the public for education, exploration, and recreation.

We at Powell believe that 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. If you love to work in a beautiful environment and want to leave your mark in the gardening world, Powell Gardens is the place for you! Come experience our beautiful gardens and join our team of experts.

The Crew Member role delivers exceptional customer service and assists visitors within each department. As a key customer contact in our location, this team member drives sales by providing excellent service. This involves guiding customers through our products, answering questions with expertise, and maintaining an attractive and well-organized facility.

Essential Functions

1. Customer Service, Coordination & Collaboration
    - Greet and assist customers, offering guidance through the facility
    - Proactively engage with customers, answering their questions about various plants and outdoor materials, and offering advice to support their purchasing decisions and needs
    - Actively approach customers to help and inquire about their project needs and listen carefully to customer descriptions of their preferences to understand their product needs
    - Answer customer questions regarding pricing, availability, and product specifications
    - Process orders and manage day-to-day transactions of customers on point of sales, phones and other systems
    - Assist with stocking, merchandising, watering, pruning/trimming, deadheading and displaying product in designated areas to maximize sales potential
    - Provide seamless customer service, including events/festivals/workshops, additionally assisting with plant care including recommendations for proper potting soil, contains, and fertilizer, and pest control
    - Maintain a clean, safe and orderly workspace for all visitors

Other Duties

- Maintain a clean and organized work area
- Assist other departments when asked or needed in tasks such as housekeeping, stocking, merchandising, organization, etc.

- Other job duties as assigned by Supervisor
- Participation in meetings, and working festival shifts beyond traditional hours when required

Knowledge & Skills

- Ability to work in a fast paced, team environment
- Attention to detail
- Excellent customer service and communication skills
- Ability to adopt new technologies
- Process and Procedure oriented

Experience/Education

- Previous customer service experience a plus
- High School Diploma or GED required if over 18

Physical Requirements/Work Environment

Must be able to lift 50lbs (team lifting as necessary); accomplish strenuous work, standing, bending and walking on an ongoing basis. This position will involve hands-on work, focusing on outdoor tasks and interacting with customers. Work is performed primarily outdoors, with exposure to varying weather conditions. Responsibilities may include some office tasks related to order processing, inventory management, and customer service using company systems.

To Apply

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

- Cover letter
- Resume
- Three references: professional, academic, and/or personal

To view our open positions, please go to www.powellgardens.org