

JOB DESCRIPTION

Position Title: Visitor Experience Representative
Written By: Jenny Hayes, Manager, Visitor Experience
Position Reports to: Operations Coordinator **Effective Date:** January 2021
Department: Visitor Experience
Exempt/Non-Exempt: Part time, Non-Exempt

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 Operations Coordinator and take direction from the Visitor Experience Lead. 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

A. Customer Service and Visitor Experience

- Provide excellent customer service to all Powell Gardens visitors. Answer questions, advertise 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 in order 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.

B. Administrative Support

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

3. Sphere of Responsibility

This role does not have direct reports. They are responsible for providing excellent customer service to anyone who is visiting the gardens and providing administrative support to all departments.

4. Internal and External Contacts

Internal: All Powell Gardens employees, volunteers

External: Visitors, Members, Donors

5. Consequence of Error

The Visitor Experience Representative sets the tone for the visitor experience by direct interaction with guests in various capacities. This position serves as the front line in visitor experience and will serve to provide consistency in messaging and communication as well as following policy and protocol will create a positive experience or instill a poor experience for guests and staff. Failure to meet these criteria may cause issues and may result in lost revenue, poor guest experience, and inefficiency.

6. Experience/Education

Education	High School Diploma or GED equivalent
Experience	Six months to one year customer service experience Cash handling experience preferred
Knowledge	Understanding of computers including database and Microsoft Office Ability to implement needed information in the Altru database system Basic math skills Ability to accurately count cash and process POS transactions
Communications	Speak, listen and write in a clear, thorough and timely manner Diplomatic and professional Flexible Warm and welcoming Enthusiastic and passionate Transparent and factual Problem-solver Excellent at managing expectations
Core Competencies	<p>Action- Oriented and Nimble Learning Readily takes action on challenges, without unnecessary planning; identifies and seizes new opportunities; displays a can-do attitude in good and bad times; steps up to handle tough issues; learns quickly when facing new situations; experiments to find new solutions; takes on the challenge of unfamiliar tasks; extracts lessons learned from failures and mistakes</p> <p>Balances Stakeholders Understand internal and external stakeholder requirements, expectations and needs; balances the interests of multiple stakeholders; considers cultural and ethical factors in decision-making process; acts fairly despite conflicting demands of stakeholders</p> <p>Builds Networks Maintains relationships across a variety of functions and locations; draws upon multiple relationships to exchange ideas, resources, and know-how; consults with a wide network of internal and external connections; connects the right people to accomplish goals, works through formal and informal channels to build broad-based relationships and support</p> <p>Collaborates Models collaboration across the organization; facilitates an open dialogue with a wide variety of contributors and stakeholders; represents own interests while being fair to others and their interests; credits others for their contributions and accomplishments; promotes high visibility of shared contributions to goals</p> <p>Drives Vision and Purpose Talks about future possibilities in a positive way; creates milestones and symbols to rally support behind the vision; articulates the vision in a way everyone can relate to creates organization-wide energy and optimism for the future; shows personal commitment to the vision</p>

Interpersonal Savvy

Relates comfortably with people across levels, functions, culture, and geography; acts with diplomacy and tact; builds rapport in an open, friendly, and accepting way; builds constructive relationships with people both similar and different to self; picks up on interpersonal and group dynamics

Managing Change & Improvement

Measures effectiveness in initiating changes; adapts to necessary changes from old methods when they are no longer practical; identifies new methods and generates improvement in the organization's performance

Manages Conflict

Step up to conflicts, seeing them as opportunities; asks questions and listens closely to all issues presented; finds common ground and drives to consensus, ensuring that all feel heard; defuses high-tension situations effectively

Optimizes Work Processes

Designs processes and procedures that allow managing from a distance; seeks ways to improve processes, from small tweaks to complete reengineering; separates and combines tasks into efficient and simple workflow; thinks about the whole system, focuses efforts on continuous improvement; identifies and seizes opportunities for synergy and integration

Persuades and Negotiates

Convinces others to take action; negotiates skillfully in touchy situations; responds effectively to the reactions and positions of others; shares own ideas in a compelling manner that gains commitment from others; finds common ground and acceptable alternatives that satisfy the needs of multiple stakeholders

Plans and Aligns

Contributes to key results through execution of job duties; makes sound and timely decisions related to job duties; consults others when appropriate; suggests ways to do the job better

Situational Adaptability and Decision Quality

Picks up on situational cues and adjusts in the moment; readily adapts personal, interpersonal, and leadership behavior; understands that different situations may call for different approaches; can act differently depending on the circumstances; Makes sound decisions, even in the absence of complete information; relies on a mixture of analysis, wisdom, experience, and judgment when making decisions; considers all relevant factors and uses appropriate decision-making criteria and principles; recognizes when a quick 80% solution will suffice

7. Work Environment/Physical Requirements

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 your 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: _____