



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 outdoors 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.

Summary

The Specialist, Visitor Experience's primary focus will be to manage and train the guest-facing seasonal staff and volunteers of the department; collaborate with Visitor Experience team members to ensure quality standards, internal processes and procedures, and guest facilities and services related to daily operation, events, and food/beverage/retail experiences are fully staffed, operational and run smoothly; and to work collaboratively with internal departments to maintain Visitor Experience Quality Standards and desired outcomes. They will work closely and maintain a high level of communication with the Director, Visitor Experience, department staff, and other departments to elevate the guest experience.

Essential Functions

Department Administration

- Oversee the daily operation of the guest-facing facilities, points of sale, and guest services, ensuring they are fully staffed, operational, run smoothly and adhere to Visitor Experience Quality Standards to maximize the guest experience. Provide troubleshooting and direction as needed.
- Perform administrative duties of staffing, scheduling, training, onboarding and off-boarding the department's Seasonal employees.
- Collaborate with other departments and the volunteer management group to develop event staffing plans that integrate paid staff and volunteers in the daily schedule.
- Collaborate with the Retail/Food & Beverage team and other departments to develop seasonal, event-specific, and day-to-day food, beverage and retail offerings for the Marketplace and seasonal points of sale.
- Interface with vendor and community partners to achieve desired outcomes.
- Troubleshoot mid-level customer and employee issues and complaints.
- Maintain and update the standard operating policies and procedures.
- Ensure the department has the technology, supplies, forms, and training materials it needs to be successful.
- Work with the Director, Visitor Experience to develop department and staff goals and manage outcomes.

- Other duties as assigned by Director, Visitor Experience.

Training

- Oversee and train the Manager-On-Duty team that provides oversight on evenings, weekends and during events. Work Manager-On-Duty and register shifts when needed, to ensure adequate staffing.
- Train staff and volunteers on quality service initiatives and operational matters that impact the department and the guest experience, i.e. safety, security, technology, cash handling, service standards, etc.
- Understand the functions of the phone system to train department employees on proper function.

Technology

- System administration of the organization's primary ticketing software and point of sale technology, including software and hardware.
- Provide regular attendance and revenue reports to the department and organization when needed.
- Ensure that vital equipment is functioning and troubleshoot as needed. Perform routine maintenance checks to ensure proper function.
- Maintain an accurate and updated inventory of department assets and supplies.
- Audit process and system routines for monthly and yearly inventorying of the department's consumables and goods for sale.

Accounts Receivable and Accounts Payable

- Oversee the Designated Cashier to ensure the handling of cash on hand and the cash/change bags are accurate and ready for all point-of-sale locations each week.
- Ensure deposits from all point-of-sale locations and systems are processed in a timely and accurate manner by the Designated Cashier.
- Audit the daily deposits and ensure proper preparation and recording.
- Collaborate with team to ensure invoices for the department are paid in a timely manner and properly coded by the purchaser.

Facilities

- Stay in communication with Campus Services and Maintenance to maintain smooth transitions during the day-to-day operation of the department and between events and activities.
- Partner with the Director, Visitor Experience to perform quality control audits of guest spaces. Submit necessary work orders to Campus Services to keep spaces in a guest-ready and tidy manner.

Leadership

- Serve on the Safety Committee to ensure the department is adhering to the Garden's safety and security protocols.
- Serve on the Revenue Strategy Team to ensure inter-departmental alignment.

Education

- High School Diploma or GED Required
- Bachelor's degree in related field *preferred*
- 2+ Years in Operations Support, Guest Relations or Related Field

Knowledge/Experience

- Experience with Microsoft Word, Excel, and Teams
- Business best practices
- Facility and operational support
- Food & beverage support
- Process and system development
- Reporting and analysis
- Cash handling
- Point of Sale system administration
- Attention to quality and detail in guest-facing environment
- Skilled problem-solver
- Must be able to communicate professionally and maintain amicable relationships with co-workers, volunteers, and visitors.
- Must be able to work alone and in a team environment.
- Valid Driver's License

Physical Requirements/Work Environment

40 hours a week with availability Monday through Sunday, 8 am to 5 pm. Employee must be willing to work weekends during festivals and special events and longer hours as projects and deadlines require. 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.

Benefits

Medical/Dental/Vision

403b Plan

Employer Paid Life Insurance

Employer Paid Short Term and Long Term Disability Insurance

Generous PTO Plan

To Apply

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

- Cover letter addressing the following:
 - Discuss your experience as it related to this role
 - Why are you interested in this role and why you would be a great fit
- Resume
- Three references: professional, academic, and/or personal

To view the full list of open positions, please go to www.powellgardens.org