

JOB DESCRIPTION

Position Title: Visitor Services Representative
Position Reports to (Title): Visitor Services Manager
Department: Visitor Services
Exempt/Non-Exempt: Non-Exempt, Part Time

Effective Date: 1/28/19

1. Position Summary

The Visitor Services Representative will report to the Visitor Services Manager and assume a key role in all aspects of the visitor experience at Powell Gardens. The Visitor Services representative will be cross-trained in retail operations (gift shop and snack shop) as well as admissions and customer service support.

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 information kiosk 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.

2. Essential Functions

Inventory/Point-Of-Sale

1. Accurately process all POS and Inventory transactions with minimal mistakes and cash over / shorts in a timely manner.
2. Take initiative to develop a superior knowledge of Garden inventory systems.
3. Adhere to superior inventory practices to ensure inventory integrity

Admissions/Point-Of-Sale

1. Accurately process all admission transactions with minimal mistakes and cash over / shorts in a timely manner.
2. Take initiative to develop a superior knowledge of data base, programs requirements and website navigation.
3. Communicate need for additional supplies. Admission stickers, receipt tape, change, etc.

Memberships

1. Engage visitors to promote membership sales
2. Communicate with membership department on issues pertaining to membership processing
3. Accurately process memberships and maintain integrity of data base with correct information
4. Communicate needs for supplies, such as Friends plants and forms, before they are depleted.

Visitor Experience

1. Take initiative to maintain a superior knowledge of garden wide events and activities and communicates those to visitors
2. Provide guidance and direction to visitors in a friendly, engaging manner
3. Provide timely attention to phone calls and effectively connect to the appropriate department
4. Maintain the information kiosk with various media, communicating to all departments when additional supplies are needed.
5. Deliver guidance regarding Garden rules and procedures to visitors in a professional manner

Staff Support

1. Provides administrative support for various projects as needed
2. Work independently with project manager to complete as instructed
3. Efficiently complete projects in a timely manner

3. Sphere of Responsibility

- Team Leader
- Visitor Services/Guest Experience
- Membership Sales
- Administrative Supporting Role

4. Internal and External Contacts

Internal: All Powell Gardens employees, Board of Directors, volunteers

External: Powell Gardens guests, suppliers, vendors, members

5. Consequence of Error

The Visitor Services 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 of experience in customer service position
Knowledge	Basic understanding of computers and common software programs and a willingness to learn Ability to accurately count cash and process POS transactions Understanding of how excellent customer services can result in increased attendance, memberships and revenue Good salesmanship skills
Communications	Speak, listen and write in a clear, thorough and timely manner Diplomatic and professional Engage guests in a professional and friendly manner Proactive “can do” attitude Ability to manage multiple situations at once while remained calm and collected
Core Competencies	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>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</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p>
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7. Work Environment/Physical Requirements

Must be available to work weekends, nights and holidays; must be available to work as required at events or programs; attend all-staff and team meetings outside of normal working hours; able to remain in a stationary position up to 50% of the time; ability to occasionally stand for long periods of time.

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: _____