



TITLE: Part-Time Visitor Services Specialist

ROLE: This position is responsible for handling customer and guest service needs related to garden entry, gift shop sales, memberships and general information. Candidates for this position should possess strong communication, customer service, POS operating, problem solving, cash handling and decision-making skills.

TYPICAL WORK SCHEDULE AND HOURS: Schedules are assigned based on your availability, but will require weekends and some nights.

Key Responsibilities:

- Greet and assist all members, visitors and vendors in a professional and friendly manner.
- Make the guest aware of current garden activities, gift shop sales and events.
- Be knowledgeable about the merchandise, events and classes available in the Garden and Gift Shop to solve issues for the guest and improve their experience.
- Know and speak to the benefits of Garden Memberships with every guest and assist with application or membership purchases as needed.
- Scan and bag all guest items efficiently and accurately.
- Work efficiently to minimize guest wait time while maintaining guest service and precision.
- Label and stock supplies during store hours.
- Work in a safe manner at all times; comply with all safety policies, best practices, and training; report hazards and correct where possible.
- Accurately handle checkout operations, transactions, and support cash office operations as needed.
- Scan, handle and move merchandise efficiently and safely, including frequently lifting or moving product up to 10 pounds and occasionally lifting or moving merchandise up to 44 pounds without additional assistance from others.