



GREENWOOD GARDENS
274 Old Short Hills Road
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www.greenwoodgardens.org

Visitors Services Associate– 2017 Season

Greenwood Gardens, a historically significant public garden and former private estate, whose mission is to connect people with nature in an historic garden oasis, is seeking a seasonal part-time Visitor Services Associate with weekend availability. Reporting to the Director of Operations, the Visitor Services Associate will perform duties in support of Visitor Services and the Administration Staff at Greenwood Gardens. The Visitor Services Associate position requires a resourceful and experienced customer service professional who can provide a welcoming environment and a memorable experience for visitors to Greenwood Gardens.

Visitors Services Administration

- Respond to general inquiries, ticket and program registration requests, including group tours.
- Oversee visitor operations and the point of sale system.
- Maintain and replenish printed materials.
- Manage all aspects of visitor refreshments and hospitality.
- Schedule group tours, maintain calendar and coordinate docents for group tours.
- Schedule trained volunteers/docents to supplement Visitor Services team and lead guided tours and other needs, as appropriate.
- Answer telephones and provide information or direct calls.
- Interact with visitors to the site as a visible point of contact.
- Interact with guests and staff to address and resolve visitor concerns.

Procedures and Property Care

- Follow Standard Operating Procedures.
- Monitor the site during hours of operation.
- Ensure that visitors comply with all garden rules and take appropriate action, when necessary.
- Work with Facilities Assistant to maintain restroom cleanliness.
- Communicate with other staff to control traffic, open overflow lot, or monitor parking when capacity is reached. Coordinate parking with charter buses.
- Serve as point of contact for emergencies, complete necessary reports and narratives on incidents. Promote safe working environment and eliminate hazards.
- Work with Facilities Assistant to address facility emergencies, as needed.

Visitor Interaction

- Interact with visitors and staff to address and resolve visitor concerns.
- Sell admission tickets and collect visitor information.
- Promote and sell memberships and programs.
- Orient visitors with site and garden rules.
- When time permits and docents are unavailable, orient visitors with photos and history.
- Lead, prepare, set-up, and clean-up with programs, including tours as needed.
- Maintain refreshments and stock as necessary.
- Respond as the primary point of contact to questions and emergencies, including, but not limited to first aid assists, fire alarms, crowd control, and disturbances.
- Other related duties as required and assigned.

Basic Qualifications

- Must be available on Thursdays beginning September 14 through November 16, 2017. Able to work a flexible schedule that meets the needs of Greenwood Gardens, including holidays, Fridays (from 9:30 am to 5:00 pm) weekends and call-in shifts.
- Experience in cash handling and point of sale technology is required.
- Must be friendly, flexible, and able to work independently.
- Drivers license and clean driving record required.

Preferred Qualifications

- Previous experience in customer service/visitor services, hospitality, or service industry.
- Certified in first aid.

Hours and Compensation

- Seasonal part-time
- Thursdays, from September 14 to November 16, 2017
- 9:30 a.m. to 5:00 p.m.
- Occasional Fridays, Saturdays and Sundays from 9:30 a.m. to 5:00 p.m. as needed
- Possible special event assistance
- \$15.00 per hour