



JOB DESCRIPTION:

VISITOR SERVICES ASSOCIATE – 2021 SEASON

Greenwood Gardens, a non-profit public garden and historic site, is seeking a part-time, seasonal Visitor Services Associate.

OVERVIEW:

Greenwood Gardens is a historically significant 28-acre public garden and former private estate whose mission is to connect people with nature in a historic garden oasis. Incorporated as a non-profit and open to the public for free-roam visitation since 2013, Greenwood continues in its efforts to preserve and enhance its gardens, architecture, and landscape for the education and enjoyment of the public, guided by a seven-year Strategic Plan. Its terraced gardens, meadows, woodlands, grottoes and teahouses were designed in the early twentieth century by William W. Renwick. A time capsule of New Jersey's gracious past and a haven of tranquility in the busy New York metropolitan area, the site's original sweeping vistas have been preserved and extended on all sides by designated parkland.

PRIMARY RESPONSIBILITIES:

The Visitor Services Associate, reporting to the Visitor Services Site Manager, will be responsible for performing the following critical duties during our 27-week season, May 1 through November 7, 2021:

Procedures and Property Care

- Welcome visitors as the first point of contact during hours of operation
- Be responsible for ticket sales during hours of operation, 10:00 a.m. to 4:00 p.m.
- Monitor the site during hours of operation
- Assist with opening set up and closing cleanup

Visitor Interaction

- Ensure a memorable visitor experience by implementing best practices of customer service
- Permit garden access to visitors and members
- Engage in high level interaction with visitors to answer questions, ensure compliance with all garden rules, and take appropriate action when necessary
- Answer and respond to telephone inquiries, as needed
- Other related duties as required and assigned

BASIC QUALIFICATIONS:

- Must be available up to three days per week, Friday, Saturday and Sunday, May 1 through November 7, 2021, on a flexible rotating schedule
- Must be available for training dates: April 12-16, 2021 10:00 a.m. to 4:00 p.m.
- Able to work a schedule that meets the needs of Greenwood Gardens
- Must be extremely friendly, professional, courteous, and able to work independently
- Previous experience in customer service is highly desirable
- Familiarity with a point-of-sale system is a plus
- Must be at least 18 years of age
- Driver's license required
- Ability to drive an electric golf cart (we will train you)

HOURS AND COMPENSATION:

Seasonal part-time: Friday, Saturday and Sunday (in rotation up to three days per week)

May 1 through November 7, 2021

Includes compensation for training dates: April 12-16, 2021

TO APPLY:

Please send a resume and cover letter to:

Stephanie Murphy, Public Engagement Manager

smurphy@greenwoodgardens.org

No calls please

Salary: \$15.00 per hour