



## **JOB DESCRIPTION:**

### **VISITOR SERVICES ASSOCIATE – 2022 SEASON**

#### **OVERVIEW:**

Greenwood Gardens is a treasured public garden, a 28-acre former private estate incorporated as a non-profit organization in 2003 and accessible to the public since 2013. Located in Short Hills, New Jersey, approximately 25 miles west of New York City, Greenwood is an enchanted hideaway, graced with terraced gardens, woodlands, meadows, grottoes, fountains, Arts and Crafts follies, and winding paths. With a mission of connecting people with nature in a historic garden oasis, we are guided in our work by a seven-year strategic plan whose goal is to achieve increased visitation through continued revitalization of the historic features and landscape, heightened educational and entertaining programs and events (the pandemic notwithstanding), and acceptance by the broader community as a singular haven in which to experience peace, tranquility, and wellbeing. Having recently completed transformative capital projects in which we added substantial parking capacity; renovated the core portion of the historic garden, including two water features; and revitalized major portions of the landscape, Greenwood has entered an important new phase of its growth that heralds exciting opportunities for the public to experience.

#### **POSITION SUMMARY**

Reporting to the Visitor Services Site Manager, the Visitor Services Associate will be responsible for performing the following critical duties:

##### **Procedures and Property Care**

- Responsible for all ticket sales during hours of operation
- Welcome visitors as the first point of contact during hours of operation
- Monitor the site during hours of operation
- Assist with opening set up and closing cleanup
- Assist with weekend animal care
- Assist with weekend fountain maintenance
- Light maintenance, as needed

##### **Visitor Engagement**

- Ensure a memorable visitor experience by implementing best practices of customer service
- Permit garden access to visitors and members
- Orient visitors with site map, parking area, and garden rules of etiquette

- Maintain a high level of interaction with visitors to address inquiries and educate the public on the history, site specific facts, programs, volunteering, and Membership
- Work in conjunction with Greenwood volunteers on site
- Answer and respond to telephone inquiries, as needed
- Ensure that visitors comply with all garden rules of etiquette and take appropriate action, when necessary
- Other related duties as required and assigned

### **BASIC QUALIFICATIONS**

- Must be available to work up to three days per week, Friday, Saturday, and Sunday, May 1 through November 6, 2022
- Able to work on a schedule that meets the needs of Greenwood Gardens, including additional evening hours for special events
- 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, training provided
- Vaccination and boosters required

### **HOURS AND COMPENSATION:**

Seasonal part-time: Friday, Saturday, and Sunday  
May 1 through November 6, 2022  
Salary: \$15.00 per hour including training

### **TO APPLY:**

Please send a resume and cover letter to:  
Stephanie Murphy, Public Engagement Manager  
[smurphy@greenwoodgardens.org](mailto:smurphy@greenwoodgardens.org)  
No Calls Please