



JOB DESCRIPTION:

VISITOR SERVICES ASSOCIATE – 2023 SEASON

OVERVIEW:

Greenwood Gardens, now in its 20th anniversary year, 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 by our 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), and acceptance by the broader community as a singular haven in which to experience peace, tranquility, and wellbeing. With recent revitalized areas and the prospect of additional new projects, 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 ticket sales and visitor check-in 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
- Assist Site Manager in Welcome Center and Gift Shop, as needed
- Light maintenance, as needed

VISITOR INTERACTION:

- Learn the history and key talking points necessary to ensure a memorable visitor experience
- Ensure visitors are welcomed, educated, and treated in a hospitable manner 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 attend paid training sessions, Monday through Friday during the timeframe of April 17 to 28 (schedule will be ready mid-March)
- Must be available to work in your position up to three days per week, Friday, Saturday, and Sunday, May 5 through November 5, 2023 and able to work a schedule that meets the needs of Greenwood Gardens, including additional evening hours for special events based on your availability
- 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 5 through November 5, 2023

Paid Training on selected dates: Monday through Friday, April 17 - 28, 2023, 10:00 a.m. to 3:00 p.m.

Salary: \$16 per hour

TO APPLY:

Please send a resume and cover letter to:

Stephanie Murphy, Public Engagement Manager

smurphy@greenwoodgardens.org

No Calls Please