



## **JOB DESCRIPTION:**

### **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 by 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 goal 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 well-being. Since undertaking capital projects in 2019 and 2020 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's potential for continued growth 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**

- Welcome visitors as the first point of contact during hours of operation
- Responsible for ticket sales and visitor check-in during hours of operation
- Monitor the site during hours of operation
- Assist with opening and closing procedures, including animal pens
- Assist Visitor Services 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 22 – May 2 (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 2 through November 3, 2024 from 9:00 a.m. to 5:00 p.m.
- 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

### **HOURS AND COMPENSATION:**

Seasonal part-time: Friday, Saturday, and Sunday

May 3 through November 3, 2024

Mandatory paid training dates: April 22 – 25, April 30-May 2 10:00 a.m. to 3:00 p.m.

Salary: \$17 per hour

### **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