



## **JOB DESCRIPTION**

### **SENIOR VISITOR SERVICES ASSOCIATE – 2025 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 by terraced gardens, woodlands, meadows, grottoes, fountains, Arts and Crafts follies, and winding paths. With a mission of *connecting people with nature and the arts 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 the inception of the organization, capital projects have included adding substantial parking capacity; renovating the core portion of the historic garden, including two water features; revitalizing major portions of the landscape; and currently, renovating the iconic seven-tiered water feature, the Cascade. Greenwood's potential for continued growth heralds exciting opportunities for the public to experience.

#### **POSITION SUMMARY**

A high-quality visitor experience is at the core of our Strategic Plan, and ultimately, critical to our success. Each candidate on the VSA team will be responsible for ensuring a safe, revitalizing, and memorable experience for our visitors and must be willing to go the extra mile to achieve this goal.

Reporting to the Visitor Services Site Manager, the Senior Visitor Services Associate serves as second point-of-contact among Visitor Services Staff and will be responsible for performing the following critical duties:

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

- Assist with training of new Visitor Services Associates
- Be 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 clean-up
- Assist with weekend animal care
- Assist with weekend fountain maintenance
- Light maintenance, as needed

#### **Visitor Interaction**

- Point of contact for specific visitor concerns along with Visitor Services Site Manager
- 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
- Provide garden access to visitors and members

- Upon visitor entry, provide orientation about parking, rules of etiquette, and site map
- Maintain a high level of interaction with visitors, addressing inquiries and providing education about the history, site specific facts, programs, volunteering, and Membership
- Provide garden access to visitors and members
- Work in conjunction with Greenwood volunteers on-site
- Answer and respond to telephone inquiries, as needed

## **AS ACTING SITE MANAGER**

### **IN THE ABSENCE OF THE VISITOR SERVICES SITE MANAGER, OVERSEE VISITOR OPERATIONS FROM THE WELCOME CENTER, AS FOLLOWS:**

Reporting to the Public Engagement Manager, the prime responsibilities of the Visitor Services Site Manager comprise general administration, managing the Visitor Services team and volunteers, and visitor interaction.

#### **General Administration**

- Provide overall management of the site during hours of operation, following standard operating procedures; Track and report pertinent information to Public Engagement Manager/Associate and/or Executive Director
- Ensure accurate cash balance in the morning and afternoon
- Oversee visitor operations and the point-of-sale (POS) system. Duties include processing tickets, program registrations, Memberships, including applying same day admission discounts, and gift shop sales
- Manage all aspects of Adelaide's including refreshments and inventory and communicate on all restocking needs
- Manage all aspects of hospitality for visitors, members, and group tours
- Ensure supply and proper display of all printed materials
- Facilities oversight - maintain cleanliness and tidiness of the Welcome Center and public restrooms to ensure readiness to accept visitors; ensure all buildings and gates are closed to the public; ensure equipment is in place and functional, i.e. computers, walkie talkies, coffee machine, golf cart, etc.
- Address facility emergencies, as needed
- Facilitate the care and safety of Greenwood's collection of domestic animals, including making sure animals are safely in their pens at the end of each shift.
- Scan the property at the end of each day to ensure the site is in order
- Update the Public Engagement Manager on all topics in this section on a weekly basis

#### **Visitor Services Team (VSA's)**

- Promote and cultivate a safe and positive working environment for VSA staff; serve as point person for all VSA concerns
- Oversee management of VSA's, including scheduling, assigning garden positions, rotations, and breaks
- Monitor and ensure punctuality and proper conduct of VSA staff, both as a team and with visitors
- Ensure timely submission accuracy of VSA time sheets
- Serve as point of contact for emergencies, complete necessary reports and narratives on incidents
- Maintain ongoing communications with VSA staff relating to traffic control, public safety, parking capacity and other concerns that arise
- Keep Public Engagement Manager apprised of VSA concerns

#### **Volunteers**

- Oversee the management of Garden Docents to supplement the Visitor Services team and other needs, as appropriate
- Ensure sufficient volunteers are secured for each weekend by weekly review of the Sign-Up Genius.
- Communicate with Volunteers about early closings, weather concerns, etc.

- Keep Public Engagement Manager apprised of volunteer concerns

### **Visitor Interaction**

- Ensure visitors receive the highest level of customer service, and leave having a memorable and positive experience; always be visible and ready to interact with visitors and volunteers; address all visitors in a pleasant, welcoming manner; orient visitors with site, garden guide, map, and garden rules; when docents are unavailable and time permits, orient visitors with photos and history
- Serve as the main point of contact for all visitor questions and concerns, as well as staff and volunteers; employ damage control as needed; respond emergencies, including, but not limited to first aid assists, fire alarms, crowd control, and disturbances
- Respond to general inquiries, in person, phone, and email regarding ticket and program registration requests, including group tours
- Be well versed in and encourage Membership and volunteerism
- Process all program registrations by phone or in person using the POS system
- Register visitors, prepare, set-up, and clean-up assistance with programs and tours as needed
- Process Memberships using the POS system, apply daily admission discounts to Membership where needed, issue and retrieve guest passes, and fulfill Membership benefit vouchers when presented
- Assist visitors with gift shop needs including knowledge of items, and assist in purchasing
- Inspire visitors to return, promote programs, and encourage visitors to leave emails
- Ensure that visitors comply with all garden rules and take appropriate action when necessary
- Other related duties as required and assigned
- Provide weekly feedback to Public Engagement Manager about visitor interactions, positive and challenging, that might require special attention, follow- up, or simply general awareness

### **REQUIREMENTS**

- Must attend two Visitor Services training sessions - April 2-4 and 7-9, 2025
- Must be available to work up to three days per week, Friday, Saturday, and Sunday, May 2 through November 9, 2025 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
- Must be at least 18 years of age
- Driver's license required

### **HIGHLY DESIRABLE**

- Previous experience in customer service
- Familiarity with a point-of-sale system
- Ability to drive an electric golf cart, training provided

### **HOURS AND COMPENSATION**

Seasonal part-time: Friday, Saturday, and Sunday

May 2 through November 9, 2025

Mandatory paid training dates: April 2-4, 7-9, 10:00 a.m. to 3:00 p.m.

Salary: \$19 per hour

Salary: \$23 per hour as Acting Site Manager

### **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**