



JOB DESCRIPTION

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, is critical to our success. Each candidate on the Visitor Services Associates (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 (VSSM), the VSA 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
- Conduct 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 VSSM in Welcome Center and gift shop during breaks, 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
- 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

- 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

JOB REQUIREMENTS

- Must attend two Visitor Services training sessions - April 2-4 and 7-9, 2025
- Must be available to work in your position 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.
- Must be 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 and 7 - 9, 2025 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

NO CALLS, PLEASE