



JOB DESCRIPTION

VISITOR SERVICES ASSOCIATE – 2026 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 organization's inception, capital projects have included the addition of substantial parking capacity; restoration of the historic garden's core, including two water features; major landscape improvements; and, most recently, the restoration of the Cascade, an iconic seven-tiered water feature. Greenwood's potential for continued growth heralds exciting opportunities for the public to experience.

POSITION SUMMARY

A high-quality visitor experience is central to our strategic plan and essential to the organization's success and mission. Every member of the Visitor Services team is responsible for creating a safe, welcoming, and memorable experience for all visitors and is expected to go above and beyond to support this goal.

Reporting to the Visitor Services Site Manager (VSSM), the Visitor Services Associate (VSA) provides a welcoming and informative experience for all visitors while supporting the smooth daily operations of the site, with responsibility for the following key duties:

VISITOR SERVICES PROCEDURES AND PROPERTY CARE

- Serve as the first point of contact for visitors during hours of operation
- Be responsible for ticket sales, visitor check-in, and daily admissions operations
- Monitor the site during public hours to ensure safety, smooth operations, and adherence to Greenwood's standard operating procedures
- Assist with opening set-up and closing clean-up; conduct end-of-day site checks to ensure buildings and gates are secured and the property is left in good order
- Assist VSSM in Welcome Center and gift shop during breaks, as needed
- Assist with weekend animal care and fountain maintenance; ensure domestic animals are safely secure at the end of each shift
- Answer and respond to telephone and email inquiries, as needed
- Perform light maintenance tasks as needed

VISITOR EXPERIENCE & ENGAGEMENT

- Provide garden access to visitors and members
- Upon visitor entry, provide orientation regarding parking, site map, rules of etiquette, and amenities
- Learn and communicate site history and key talking points to ensure a memorable visitor experience
- Ensure visitors are welcome, oriented, and treated in a hospitable manner by implementing best practices in customer service
- Maintain a high level of engagement with visitors by addressing inquiries and providing education about site history, programs, volunteering opportunities, and membership
- Work in conjunction with Visitor Services Volunteers on-site to support visitor experience
- 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 all paid Visitor Services training sessions, April 14-17; April 24; and April 27, and 30, 2026, 10:00 a.m. to 3:00 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
- Previous experience in customer service, or comparable experience, is highly desirable
- Computer skills are a must with proficiency in Windows OS, Microsoft Office, and a basic point-of-sale system
- Must be at least 18 years of age with a valid driver's license

HOURS AND COMPENSATION

Seasonal part-time: Friday, Saturday, and Sunday, 9:00 a.m. to 5:00 p.m.

May 1 through November 8, 2026

Salary: \$17 per hour including training

TO APPLY

Please send a resume and cover letter to:

Stephanie Murphy, Public Engagement Manager

smurphy@greenwoodgardens.org

NO CALLS, PLEASE