



JOB DESCRIPTION

VISITOR SERVICES SITE MANAGER – 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 Public Engagement Manager (PEM), the Visitor Services Site Manager (VSSM) is responsible for overall site operations, including general administration, supervision of the Visitor Services team and volunteers, and direct engagement with visitors.

GENERAL ADMINISTRATION & SITE OPERATIONS

- Serve as the primary on-site leader during hours of operation, ensuring smooth daily operations in accordance with Greenwood's standard operating procedures
- Act as the first point of contact for operational issues and facility emergencies, addressing concerns as needed
- On a weekly basis, track and document key operational information, and submit the Weekend Report as directed
- Ensure adequate inventory and proper display of printed visitor materials and signage
- Conduct end-of-day site checks to ensure buildings and gates are secured and the property is left in order

VISITOR SERVICES STAFF & VOLUNTEERS

- Promote and maintain a safe, positive, and professional working environment for Visitor Services Associates (VSAs); serve as the primary point of contact for staff concerns
- Oversee daily management of VSAs and Visitor Services Volunteers, including scheduling, assigning garden positions, rotations, breaks, and timesheets
- Monitor punctuality, performance, and conduct of VSA staff in interactions with visitors and colleagues
- Maintain clear, ongoing communication with VSAs regarding traffic flow, public safety, parking capacity, and other operational concerns
- Ensure adequate weekend volunteer coverage by reviewing SignUp Genius weekly, making sure to communicate schedule changes, early closings, weather-related concerns, and other updates to all appropriate individuals
- Inform the PEM of VSA and/or volunteer-related concerns

VISITOR EXPERIENCE & ENGAGEMENT

- Ensure all visitors receive exceptional customer service and leave with a positive, memorable experience
- Maintain a visible, welcoming presence; greet and orient visitors with maps, garden guides, site history, and garden etiquette
- Learn and communicate site history and key talking points to enhance the visitor experience
- Serve as the primary point of contact for visitors, staff, and volunteer questions and concerns, employing problem-solving and de-escalation as needed
- Respond to visitor-related emergencies, including first aid assistance, crowd management, and disturbances
- Keep the PEM informed of visitor-related concerns

ADMISSIONS, PROGRAMS & RETAIL OPERATIONS

- Oversee all visitor-facing revenue operations, including admissions, program registrations, memberships, and gift shop sales
- Manage daily point-of-sale (POS) operations, ensuring accurate cash handling and reconciliation at opening and closing
- Process memberships, apply same-day admission discounts, issue and retrieve guest passes, and fulfill membership benefits
- Assist visitors with gift shop purchases, maintaining strong knowledge of merchandise and offerings
- Respond to visitor inquiries via phone, email, and in person regarding tickets, programs, membership, and group tours
- Oversee the ordering, restocking, and supply management of refreshments in the Welcome Center

FACILITIES, GROUNDS & ANIMAL CARE

- Ensure the Welcome Center, public restrooms, and public-facing spaces are clean, organized, and visitor-ready at all times
- Confirm that all operational equipment (e.g., computers, walkie-talkies, coffee machines, golf carts) is functional and properly maintained
- Support the care and safety of Greenwood's domestic animals, ensuring animals are secured in their pens at the end of each shift

REPORTING & OTHER DUTIES

- Provide weekly feedback to the Public Engagement Manager regarding visitor interactions, including notable successes and challenges requiring follow-up or awareness

- Perform other related duties as assigned

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
- Must be extremely friendly, professional, courteous, and able to work independently
- Previous experience in management and customer service, or comparable experience, is a must
- 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: \$23.00 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