



Visitor Services Specialist

Columbus Botanical Garden (CBG) celebrates the beauty, inspiration, and wonder of the natural world, educating current and future stewards of its care. As part of our Visitor Services team, the ideal applicant has exceptional communication and customer relations skills, providing an outstanding first impression while creating a positive and memorable experience for Columbus Botanical Garden visitors. Day to day, the Visitor Services Specialist provides greetings, education on our garden policies, timely and accurate admissions and membership sales using computerized point-of-sales systems, and line management control. During events, the Visitor Services Specialist with help facility ticketed sales and admissions. The ability to maintain a professional & ethical behavior, and multitask in a fast-paced environment, is essential. Hours may differ throughout the seasons.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greet garden visitors in a friendly and positive manner within 10 seconds of their entry to the Garden. Smile! Ensure all visitors are welcomed & are aware of CBG policies.
- Efficiently facilitate sales, admissions, and membership transactions for visitors.
- Orient visitors and encourage exploration of the Garden's trails. Assist in answering questions.
- Educate and enforce garden policies, guidelines and safety.
- Promote membership sales through educating visitors on applicable benefits. Proactively sell "add-ons".
- Reconcile cash and credit card transactions to zero at the end of each shift.
- Collect visitor data for reporting purposes. Complete daily paperwork, and general office work as needed.
- Ensure all card and brochure racks, and other supplies are well stocked at all times.
- Maintain an organized and clean working environment.
- Pick up and dispose of trash in the kiosk and parking area. Empty trash as needed.
- Gather feedback from visitors to share with management.
- Communicate with management on all daily issues. Help monitor all areas of the Garden to ensure that problems are reported and fixed immediately. Report any problems to management immediately. Work to constructively and proactively problem solve in a timely manner
- Keep POS equipment charged and readily available for use.
- Work with and provide support to volunteers upon entry, and as needed.
- Responsible for monitoring business email and keeping up to date with communications regarding Garden and Visitor Services day-to-day operations.
- Communicate low inventory levels of any needed supplies in an appropriate amount of time to order and receive before items run out completely.
- Have working knowledge of all policies and procedures; ensure daily tasks are completed timely.
- During events, this position may also assist by being in the garden directing and assisting visitors, taking event admissions and sales, plus other visitor services duties.
- Collaborate as necessary with CBG staff.
- Attend staff meetings and other staff initiatives.
- During Garden special events such as Gala, Heritage days, SHINE, etc. additional hours will be required and will include evenings.
- Other duties as assigned.

QUALIFICATIONS AND SKILLS REQUIRED:

- High school diploma or equivalent
- Excellent customer/visitor service relations. Excellent verbal communications skills.
- Understanding of Point of Sale (POS) transactions on computer systems; working knowledge of Microsoft programs.
- Flexible to work shifts including weekends, evenings and holidays. (Will do our best to work with school schedules).
- Basic math, computer and cash handling skills required.
- Work independently with little supervision; is proactive, trustworthy, takes initiative, exhibits sound judgment and troubleshoots.
- Familiarity with the outdoors and/or gardens preferred.
- Possession of a valid driver's license and/or reliable transportation.
- Exhibits multi-tasking and organizational abilities.
- Flexible and capable to adapt to changes in daily routine and visitor needs.
- Intermittent standing and walking required.
- Requires the ability to lift 30 pounds.
- Must be able to pass a drug test and undergo a background report.

KEY EMPLOYEE COMPETENCIES/BEHAVIORS DESIRED:

- Exemplifies the Garden's Core Values
- Communicates in a manner that gains the trust and support of others at all levels.
- Works effectively with others despite differences of opinion and style; builds alliances.
- Has a tolerance for opposing points of view, cultures, and lifestyles.
- Is a team player - Strives for collaboration. Works cooperatively, as a positive contributor to the team. Is welcoming of new hires.
- Demonstrates a positive attitude and shows kindness in all workplace and garden guest interactions.
- Makes decisions and uses sound judgment appropriate for level of responsibility.
- Can effectively adapt to change & shift gears comfortably; is flexible & embraces change with a "can-do" attitude.
- Is self-aware; knows personal strengths and weaknesses; seeks feedback and is open to constructive feedback as an opportunity for improvement.
- Can handle stress - Is calm under pressure or crisis; can be counted on to hold things together during tough times; is not knocked off balance by the unexpected.
- Recognizes problems and constructively identifies & articulates solutions.
- Cares about the garden's overall well being. Picks up garbage regardless of position.
- Follows safety guidelines to ensure a safe working environment & consistently demonstrates safe work behaviors.

HOW TO APPLY:

1. Please submit a (1) cover letter or statement of interest, (2) résumé, and (3) three references. Submit by email to Jobscbg@gmail.com. No phone calls please. Any questions, please email.
2. We will begin to review complete applications that provide all three items requested immediately, and continue until the positions are filled.

Columbus Botanical Gardens is committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, subcontractors, vendors, and clients. We are an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression. We are 501(c)3 organization #58-2497596.