



## VISITOR SERVICES SPECIALIST

### OVERVIEW

As part of Visitor Services, the ideal applicant has exceptional communication and customer relations skills, providing an outstanding first impression while creating a positive and memorable experience for Cape Fear Botanical Garden visitors. The Visitor Services Specialist provides support for Garden exhibitions and events through a welcoming greeting, timely and accurate admission and membership sales using computerized point-of-sales systems, and line management control. The ability to maintain a professional behavior and multitask in a fast-paced environment is essential. This position requires flexible availability, including night, weekends, and some holidays. Hours will differ throughout the seasons.

### JOB DUTIES

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification and are not limited to the following:

- Greet garden visitors in a friendly and positive manner within 30 seconds of their entry to the Garden. Smile!
- Ensure way finding signs are out and in their appropriate places.
- Efficiently facilitate Gift Shop sales, admissions, and membership transactions to visitors. Explain benefits of membership at the time of point of sale.
- Reconcile cash and credit card transactions at the end of each shift.
- Answer Garden general phone line as soon as possible, by the third ring, if not with a customer.
- Help with data entry, filing, inventory check-in, complete daily paperwork, and general office work.
- Ensure that all Gift Shop displays, card and brochure racks, and other supplies are well stocked at all times.
- Proactively sell "add-on" sales at admission or membership purchase.
- Maintain an organized and clean working environment in Gift Shop and Entry Pavilion.
- Perform some custodial duties when custodian is absent.
- Work with and provide support to volunteers, ensure all visitors are greeted and welcomed. Orient visitors and encourage exploration of the Garden's trails. Assist in answering questions.
- Gather feedback from visitors to share with management.
- Communicate with management on all daily issues; work to problem solve in a timely manner.
- May work in the Garden directing and assisting visitors during events.
- Help to monitor all areas of the Garden to ensure that problems are reported and fixed immediately. Report any problems to the Director of Visitor Services immediately.
- Keep POS equipment charged and readily available for use.
- 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 for Gift Shop to the Gift Shop Manager 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 in a timely manner.
- Perform other duties as assigned.



## **JOB QUALIFICATIONS & REQUIREMENTS**

### *Knowledge, Skills, and Abilities*

- Excellent customer/visitor service relations.
- Understanding of Point of Sale (POS) transactions on computer system; working knowledge of Microsoft programs.
- Flexibility of schedule to work shifts including weekends, evenings and holidays.
- Basic math, computer and cash handling skills required.
- Prior experience working with volunteers.
- Work independently with little supervision; be proactive, take initiative, and troubleshoot.
- Familiarity with the outdoors and/or gardens preferred.
- Excellent verbal communications skills and customer relations.
- Possession of a valid driver's license and reliable transportation.
- Multi-tasking and organizational abilities.
- Flexibility and capability to adapt to changes in daily routine and visitor needs.
- Intermittent standing and walking required.
- Requires the ability to lift 30 pounds.

## **EDUCATION**

- Educational level typically acquired through completion of high school.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.