

MARIE SELBY BOTANICAL GARDENS



Position: Guest Relations Associate
Reports to: Volunteer and Guest Relations Manager
Status: Non-Exempt / Full-Time

POSITION SUMMARY

The Guest Relations Associate actively works to ensure the highest level of visitor experience at Selby Gardens' Historic Spanish Point campus. This position requires excellent customer service skills and the ability to greet and engage Selby guests by sharing information about programs, collections and exhibits.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsibilities include, but are not limited to the following:

- Operate a computerized point of sale cash register, including the accurate entering of admission and membership sales information, receiving payment, processing credit card transactions, making correct change, processing refunds, and issuing gift certificates.
- Reconcile daily sales and prepare deposit bag and end of day reports for the accounting department.
- Actively engage customers in conversation and actively assist in their understanding of our guest services, programs and exhibits.
- Actively assist in maintaining the appearance of the Welcome Center as directed.
- Answer incoming calls with a professional greeting and address any questions with the highest level of customer service.
- Execute the daily operational and daily goals and priorities as assigned by management.
- Maintain familiarity with all Selby Gardens events.

EDUCATION AND EXPERIENCE

- Minimum of two (2) years' experience in a retail and/or customer service oriented role preferred.
- Must be able to accurately operate a point of sale system.
- Able to effectively manage heavy public contact and provide excellent customer service.

QUALIFICATIONS

- Flexibility to work a schedule that includes weekends and holidays
- Ability to remain calm under pressure to solve any situation in a timely manner
- Demonstrated experience working in a fast-paced environment
- Commitment to the highest standards of service to internal and external customers
- Ability to recognize confidential information and to handle appropriately
- Detail-oriented

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- A team player who is able to successfully and cheerfully manage a wide variety of on-going projects
- Ability to provide prompt, accurate responses to queries
- Ability to work independently and be self-motivated
- Ability to listen, communicate, and negotiate effectively with clients, attendees and vendors
- Expert in the use of software programs including Microsoft Office and G Suite
- Willingness and ability to perform physical work in any weather conditions
- Ability to stand for extended periods of time, carry, climb, stoop, and load/unload up to 50 pounds

EXCELLENT INDICATORS OF A SUCCESSFUL SELBY GARDENS TEAM MEMBER INCLUDE:

- Strong work ethic
- Continuous and eager learner
- Actively lives and communicates the mission of Selby Gardens
- Passion to deliver exceptional service to internal and external customers through attention to detail and innovative methods of saying “thank you”
- Regularly offer innovative approaches to old concepts
- Flexibility and ability to switch gears when needed
- Resourceful, creative, and an initiative taker
- Assumes the best of others
- Approachable, kind, and compassionate
- Genuine authenticity