Guest Services Representative - Part Time (Garden 2016)
Position Title: Guest Services Representative
Department: CBG Visitor Services - Ticketing (608180)

Objective
The Holden Arboretum / Cleveland Botanical Garden is recruiting for an individual willing and able to work flexible weekdays, evenings and weekends as a Part-time Guest Services Representative at the Cleveland Botanical Garden location.

Supervisor
- Guest Services Manager
- Works with Guest Services Supervisor
- Works with Guest Services Representatives
- Works with Registrar
- Works with Seasonal staff
- Works with Volunteers

Work Location
- Cleveland Botanical Garden – Cleveland, Cuyahoga, Ohio, USA
- Located in the heart of Cleveland’s cultural, health, and education district, 10 minutes east of downtown Cleveland.
- The Holden Arboretum/Cleveland Botanical Garden recently integrated, making the organization the 13th largest public garden in the United States.

Responsibilities
- Greeting all guests, school groups and group tours that enter Cleveland Botanical Garden and creating a positive and enjoyable experience for them.
- Assisting guests both in person and over the telephone with their questions about memberships, events, programs, services, Cleveland Botanical Garden and the surrounding area.
- Conducting ticket sales and other transactions.
- Performing end of day reconciliation for all sales transactions.
- Maintaining count of all guests, groups and other visitors.
- Processing sales of memberships and classes.

Qualifications:
- Strong customer service skills and experience working with the general public.
- Ability to work flexible schedule on an as needed basis.
- Excellent communication skills.
- Computer experience.
- Attention to detail to accurately process cash/credit card transactions.

Requirements
- Must pass a criminal background check and substance screening
- Acceptable driving record (3 points or less)

Physical Demands
Must be able to perform with or without reasonable accommodation
- Stand and/or sit for extended periods of time
- Effective vision and hearing
- Hand and arm dexterity
- Walk and work on wet, uneven, slippery terrain
- Regular lifting and carrying up to 15 lbs.
- Kneeling, bending, stooping, grabbing and reaching
- Climb, reach, pull, push, grab

Work Environment
- Part time 20-30 hours per week
- Week day, Evening and Weekend hours are required.

Wages:
- Candidates with relevant experience start at $8.50

Apply
Review of applications will begin immediately and continue until the position is filled.

Qualified applicants should submit a resume online: https://home.eease.adp.com/recruit/?id=15139701

Posting Date: March 2016
Closing Date: Until filled

The Holden Arboretum/Cleveland Botanical Garden is an Equal Opportunity Employer committed to hiring a diverse and talented workforce. We seek skilled, knowledgeable and experienced individuals to join our staff and enhance our reputation as one of the country’s foremost arboreta.