Registrar – Part time (Garden - 2016)
Position Title: Registrar  
Department: CBG Visitor Services - Ticketing (608180)

Objective
The Holden Arboretum / Cleveland Botanical Garden has one position available for a Registrar in our Visitor Services department. The Registrar provides back-office support including answering the Garden’s main telephone line, processing program and event registrations, school and group bookings along with periodic front office duties at the Guest Services Desk.

Supervisor
- Guest Services Manager

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 U.S.

Responsibilities
- Answering the main Garden telephone information line and assisting guests with requests for information, processing registrations and routing calls to appropriate Garden staff
- Maintaining computer registration database for special events, classes and programs
- Registering special event, class and program participants
- Providing help at the Registration table during events, classes and programs
- Preparing guest lists and communication with affected departments prior to the event/class and sending the appropriate confirmation materials.
- Contact person for all incoming reservations ensuring accurate payment is received and an accurate count is maintained.
- Assist in greeting groups as they arrive
- Assist with Guest Services Desk when needed.

Qualifications
- Strong customer service skills and experience working with the general public.
- Ability to work flexible schedule on an as needed basis
- Excellent verbal and written communication skills.
- Computer experience
- Attention to detail to accurately process cash/credit card transactions.
- Ability to effectively solve medium to complex problems
- Experience with content management systems/point of sale systems a plus

Requirements
- Acceptable driving record
- Must pass a criminal background check

Physical Demands
Must be able to perform with or without reasonable accommodation:
- Stand and/or sit for extended periods of time
- Transport oneself by foot over a variety of terrain that may be uneven.
- Occasional lifting and carrying up to 10 lbs.
- Kneeling, bending, stooping, grabbing and reaching
- Independent decision making
- Work independently as well as on a team

Work Environment
- Part time - Approximately 20 hours per week
- Sunday, Monday and Wednesday evenings with some hour flexibility

Wages
- Hourly
- Non-exempt

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

Qualified applicants should submit a resume online: https://home.eease.adp.com/recruit/?id=15237491

Posting Date: April 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.