Seasonal Worker - Membership Sales (Arboretum - 2016)
Position Title: Seasonal Worker
Department: Advancement

Objective:
The Holden Arboretum / Cleveland Botanical Garden is looking to hire a membership sales position. This position is responsible for providing membership information and membership sales on the grounds at Holden and in the Corning Visitor Center. Involves frequent collaboration with a group of volunteers and assisting them with information as well as their outreach to guests at the Arboretum, with the expectation that those activities will convert visitors to members. This position will also work with volunteers at on-site major events that provide significant membership sales opportunities.

Supervisor:
- Director of Membership and Stewardship
- Works with Volunteers

Work Location:
- The Holden Arboretum – Kirtland, Ohio – less than 30 miles east of Cleveland.
- Encompassing more than 3,600 acres of cultivated gardens, woody plant collections and natural forested areas
- The Holden Arboretum / Cleveland Botanical Garden recently integrated, making the organization the 13th largest public garden in the U.S.

Responsibilities:
- Provide friendly, knowledgeable customer service to all visitors of The Holden Arboretum
- Provide information about membership benefits and activities at The Holden Arboretum and Cleveland Botanical Garden
- Work effectively with volunteers to convert inquiries to memberships, and assist visitors who wish to purchase memberships, to reach assigned goals
- Assist volunteers that may be unfamiliar with the processing technology for membership purchases
- Coordinate efforts with Guest Services staff at the Arboretum
- Handle confidential and sensitive information
- Handle processing technology with minimal assistance or errors
- Track number of contacts with visitors, and number of memberships sold
- Manage and maintain a professional appearance of the Membership/Information table, effectively utilizing all collateral material

Qualifications
- Excellent communication skills; including oral and written communication as well as listening skills
- Intermediate knowledge of Microsoft Office products; database experience preferred
- Excellent time management and organizational skills
- Able to maintain a professional, calm demeanor when dealing with dozens of guests waiting in line
- College degree or enrollment at an accredited 2- or 4-year school a plus
- Ability to manage lines of people, ensuring a positive experience

Requirements:
- Acceptable driver’s license (3 points or less)
- High school or GED diploma required
- 1-2 years sales or customer service experience preferred
- Must pass a background and credit check

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
- Lifting up to 20 lbs
- Kneeling, bending, stooping, grabbing and reaching

Work Environment
- Perform required tasks both inside and outside with exposure to all weather conditions.
- April through October
- Weekends and holidays
- Approximately 15-20 hours per week

Wages:
- Candidates start at $9.25

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=15191051

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.