Seasonal Worker - Membership Sales (arboretum - 2017)
Position Title: Seasonal Worker
Department: Advancement (070816)

Objective:
Holden Forests and Gardens (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 the Arboretum and in the Corning Visitor Center. The position 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
- Works with Guest Relations Staff
- 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 12th largest public garden in the U.S.

Responsibilities:
- Provide friendly, knowledgeable customer service to all visitors
- 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
- Assist volunteers who may be unfamiliar with the processing technology for membership purchases
- Coordinate efforts with Guest Relations staff at the Arboretum
- Handle all interactions with volunteers with professionalism, maturity, and sensitivity
- Handle confidential and sensitive information
- Handle processing technology with minimal assistance or errors
- Accurately track number of memberships sold, as well as other sales-related data
- 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
- Excellent time management and organizational skills
- Ability to maintain a professional, calm demeanor when dealing with dozens of guests waiting in line, ensuring a positive experience
- College degree or enrollment at an accredited 2- or 4-year school a plus

**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; occasional weekdays possible
- Approximately 15-20 hours per week, with days and hours occasionally impacted by weather conditions

**Wages:**
- Candidates start at $9.25

**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=15535121

This position will be employed through a staffing agency service.

Posting Date: February 2017
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.