



Guest Experience Specialist Job Description

Reports to: Guest Experience Assistant Managers
Status: Non-Exempt
Schedule: Part-time. We are looking for candidates available to work shifts from 9:45 a.m. to 5:00 p.m. on Saturdays and/or Sundays, and as needed and for seasonal or occasional evening hours or during special events.
Revision Date: February 2017

Position Summary

Guest Experience Specialist actively engages guests to enhance their experience while maintaining the Greater Des Moines Botanical Garden's signature guest service standard. The Guest Services Specialist works at the admissions and retail desk and may assist with programming as needed.

Primary Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and perform other duties as assigned.

The Guest Experience Specialist's primary functions include:

- Provide a signature guest experience through outstanding customer service and by advancing our Guest Experience Standards.
- Help guests by providing general information about the Botanical Garden, including orientation and wayfinding, exhibits, special programming, membership, educational opportunities and other amenities.
- Actively engage guests to enhance their experience to understand why guests are visiting and make suggestions to guests based on their interests. Respond promptly to guest needs including communicating their concerns to the Guest Experience Assistant Managers.
- Actively promote and sell Botanical Garden membership, educational opportunities, signature events and other exhibits and activities to guests.
- Provide accurate cash handling skills and operation of the point-of-sale (POS) system, including processing admissions, memberships, educational programs and carrying out retail sales.
- Ensure guests are aware of and follow Garden Etiquette, Photography Policy and other organizational policies.
- Assist with managing crowds during high visitation times.
- Ensure constant coverage of the admission/retail desk when assigned.
- Organize, clean and monitor the lobby to ensure it is presentable and safe. Monitor and stock materials as needed.
- Maintain knowledge of Botanical Garden programs and events to better serve the guest.
- Participate in training opportunities at the Botanical Garden.
- Assist with stocking, pricing, inventory, cleaning and general Garden Shop operations.
- Maintain familiarity with Garden Shop inventory and engage and assist guests in finding merchandise.

- Perform other duties as assigned by Guest Experience Assistant Managers and Botanical Garden leadership.

Success Factors

In conjunction with position-related skills, the successful candidate will bring become an integral member of the Botanical Garden team with these criteria:

- Advance the mission of the Botanical Garden by actively meeting Strategic Plan goals and supporting our Core Values and other documents that guide our organization.
- Serve as a host for our guests. All staff members are expected to interact with guests with a positive attitude and welcoming demeanor. Staff members talk with guests, answer their questions and connect them to areas where they can deepen their experience with us. Creates a signature guest experience by following our Guest Experience Standards and encouraging our guests to return.
- Serves as part of a cross-departmental team that delivers a superior guest experience, drives membership and promotes the Botanical Garden mission.
- Develops, maintains and promotes positive and professional relationships with internal staff, volunteers, members, vendors, contractors, media and the general public in order to achieve departmental and organizational goals.
- Maintains a commitment to, and ability to convey, the Botanical Garden's mission with genuine passion and the willingness to continually learn about the programs and mission.

Qualifications

The requirements listed below are representative of the knowledge, skill, and/or ability required for this position.

Education and Experience

- Prior experience in retail, customer service or hospitality preferred.
- Must be available to work a flexible schedule that includes weekends, holidays and evenings.
- Must possess excellent interpersonal and verbal communication skills while working with guests, staff and volunteers.
- Experience with POS system preferred.
- Bi-lingual or multi-lingual desirable.

Skills and Abilities

- Communicate well with guests. Remain polite, courteous and helpful at all times.
- Working knowledge of Microsoft Office suite.
- Ability to work independently as well as in a team environment.
- Ability to apply basic mathematical concepts for monetary transactions.
- Ability to solve complex problems and independently make decisions.
- Ability to successful pass a criminal background check.

Work Environment and Physical Demands

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Continuous communication and/or interaction with staff, volunteers, visitors and management
- Occasional evening, weekend and/or holiday work may be required to deliver programs or to provide staff support to events
- Occasional bending, stooping, reaching, crouching or light lifting (up to 50 lbs)
- Prolonged periods of standing, walking or delivering programs in varying environmental conditions
- Requires good hand-eye coordination, arm, hand and finger dexterity including the ability to grasp, and visual acuity to use a keyboard, operate equipment and read technical information

About the Organization

The Greater Des Moines Botanical Garden is a 501(c)(3) privately governed, not-for-profit public garden situated on 14-acres in the heart of downtown Des Moines. At the Botanical Garden, we are passionate about exploring, explaining and celebrating the world of plants. Beyond the beauty and inspiration of our urban setting, we are dedicated to creating signature, memorable experiences through progressive garden design and innovative programming. People, plants and passion are the focus of what we do. By educating and enriching the lives of our guests, we provide a valuable resource for our community and forge partnerships stronger than the sum of our individual parts.

Our team at the Botanical Garden takes pride in our core values and is dedicated to demonstrating them in our daily work.

Teamwork – We achieve together what we cannot achieve alone.

Trust – We are confident in each other's integrity, strength and ability.

Creativity – We embrace the spirit of innovation to find a better way.

Excellence – We expect and deliver a superior experience that exceeds expectations.