



Guest Experience Specialist Job Description

Reports to: Retail and Guest Experience Supervisors
Status: Non-Exempt
Schedule: Part-time. We are looking for candidates available to work shifts from 9:45 a.m. to 5 p.m. on Saturdays and/or Sundays, and as needed and for seasonal or occasional evening hours or during special events.
Revision Date: July 2019

Position Summary

The 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 Experience 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.

- Provides a signature guest experience through outstanding customer service and by advancing our Guest Experience Standards
- Helps guests by providing general information about the Botanical Garden, including orientation and wayfinding, exhibits, special programming, membership, educational opportunities and other amenities
- Actively engages guests to enhance their experience; understand why guests are visiting and make suggestions to guests based on their interests. Responds promptly to guest needs including communicating concerns to the Retail and Guest Experience Supervisors
- Actively promotes and sells Botanical Garden membership, educational opportunities, signature events and other exhibits and activities to guests
- Provides accurate cash handling skills and operation of the point-of-sale (POS) system, including processing admissions, memberships, educational programs and retail sales
- Ensures guests are aware of and follow Garden Etiquette, Photography Policy and other organizational policies
- Assists with managing crowds during high visitation times
- Ensures constant coverage of the admission and retail desk
- Organizes, cleans and monitors the lobby to ensure it is presentable and safe. Monitors and stock materials as needed
- Maintains knowledge of Botanical Garden programs and events to better serve the guest
- Participates in training opportunities at the Botanical Garden
- Assists with stocking, pricing, inventory, cleaning and general Garden Shop operations
- Maintains familiarity with Garden Shop inventory and engage and assist guests in finding merchandise
- Performs other duties as assigned by Retail and Guest Experience Supervisors 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:

- Advances the mission of the Botanical Garden by actively meeting Strategic Plan goals and supporting our Core Values and other documents that guide our organization
- Serves 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 questions and connect guests 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's 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
- 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 successfully 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.

Position Application

Qualified candidates should submit a cover letter, application, three references and a resume to bghr@dmbotanicalgarden.com. Review of applications will begin immediately and remain open until the candidate is hired. Only electronic applications are accepted. No paper applications will be considered.