



Job Posting - Guest Services Associate

Posted: January 10, 2017

Job Title: Guest Service Associate

Supervisor: Guest Service Manager

Posting Expires: Until Filled

Department: Guest Services

Pay Type: Part-time <25hrs/wk, Hourly, Non-Exempt,
Permanent Seasonal (March – December)

Job Descriptions: Responsible for day to day guest service functions performed at Admissions, Monitor, Information Desk and Amphitheatre Box Office.

Essential Functions:

- Perform all functions for guests associated with front desk software.
- Provides best-in-class guest service.
- Handles visitor emergencies as necessary.
- Handles visitor complaints in a friendly, diplomatic and empathetic manner.
- Provides and perform all telephone and paging needs in a knowledgeable, courteous, and friendly manner.
- Promote, sell and process memberships.
- Assist in managing the sliding windows in the Cook Entry and PNC Portico
- Responsible for accurate processing of all cash, checks and credit cards needs at admissions desk.

Other Functions:

- Assist Guest Services Manager with maintaining daily admissions numbers.
- Assist Guest Services Manager with maintaining coupon redemption numbers.
- Assist in training volunteers and staff in Admissions, Monitor Desk and Information Desk procedures and keep them informed of ongoing events, activities, exhibitions and internal procedures and changes.
- Any other duties as assigned by the Manager of Guest Services

Education and/or qualifications preferred:

Education:	High school diploma with some college recommended
Experience:	2-3 years experience in customer service and/or hospitality field
Specific Skills:	Direct customer service contact, basic knowledge of multi-line telephone system, computer experience in Word and Excel helpful.

Send Resumes to: Director of Human Resources & Volunteers, hr@meijergardens.org

Frederik Meijer Gardens and Sculpture Park is an EOE.

All candidates are required to submit to our background and drug screening process.