



# FREDERIK MEIJER Gardens & Sculpture Park

## JOB POSTING – GUEST SERVICES ASSOCIATE

**Department:** Guest Services

**Pay Type:** PT<25hrs/wk, Hourly, Non-Exempt

**Supervisor:** Guest Services Manager

**Date Posted:** April 21, 2021

**Position Summary:** Responsible for day-to-day guest service functions performed at Admissions, Monitor, Information Desk and Amphitheater Box Office.

### Essential Functions:

- Perform all functions for guests associated with front desk software
- Provides best-in-class guest service
- Handles guest emergencies as necessary
- Handles guest 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
- Sell and process gift cards
- Sell concert tickets for the Fifth Third Bank Summer Concert Series
- Responsible for accurate processing of all cash, checks and credit cards needs at admissions desk
- 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, Credentialing Desk and Information Desk procedures and keep them informed of ongoing events, activities, exhibitions and internal procedures and changes

### Organizational Expectations:

- A flexible and collaborative culture is important. Other duties may be assigned within the department as well as across the organization.
- Embrace and adhere to Meijer Gardens' mission, brand statement, operating model, policies, procedures, and guiding principles with a strong emphasis on professional behavior and the treatment of others with dignity and respect.
- Embrace the fact we are a non-profit institution that serves the public and that you will work with a broad and diverse group of employees, volunteers, members, and guests

### Education and/or qualifications preferred:

**Education:** High school diploma

**Experience:** 1-2 years experience in customer service and/or hospitality field

**Specific Skills:** Direct customer service contact, basic knowledge of multi-line telephone system, computer experience helpful.

**Working Conditions:** Some standing for long periods of time, fast paced environment. Must be able to communicate by telephone. Must have flexible hours, hours change with seasonal needs. Occasional lifting of 25 pounds required.

Apply online at <http://www.meijergardens.org/contact/careers/> or send your cover letter and resume to [hr@meijergardens.org](mailto:hr@meijergardens.org).

**Frederik Meijer Gardens & Sculpture Park is an Equal Opportunity Employer.**

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

**Frederik Meijer Gardens & Sculpture Park promotes the enjoyment, understanding and appreciation of gardens, sculpture, the natural environment and the arts.**