FREDERIK MEIJER Gardens & Sculpture Park

JOB POSTING – GUEST SERVICES ASSISTANT/MOD

Department: Guest Services
Supervisor: Guest Services Manager
Pay Type: Hourly, Non-exempt, Full-time
Date Posted: July 8, 2020

Position Summary:
Responsible for day-to-day guest service functions performed at Admissions, Monitor, Information Desk, and Amphitheater Box Office. This position is also responsible for alerting other department managers to issues needing immediate attention. Schedule will include weekends and weekday hours. Schedule will vary – Tuesdays – Thursdays and rotating weekends are required. The schedule will rotate between day and night shifts. Typical day shifts are 8-5p and night shifts are 4-12p.

Essential Functions:
• Night-Time Manager on Duty; function as a MOD as outlined in the MOD job description.
• Handle guest emergencies as necessary.
• Handle guest complaints in a friendly, diplomatic, and empathetic manner.
• Provide and perform all telephone and paging needs in a knowledgeable, courteous, and friendly manner.
• 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. Promote, sell, and process memberships.
• The MOD position is responsible for building-wide opening and closing procedures, emergency procedures, front-line decision making, and ensuring good communications to guests and Meijer Gardens’ staff and volunteers.
• Scheduling flexibility that allows working weekends and holidays.
• Other duties as assigned by supervisor.

Organizational Expectations:
• 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 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, and computer experience in Word and Excel.

Working Conditions:
Requires ability to operate computer and other office equipment, plus mobility in office, grounds and exhibit areas and ability to lift up to 10 pounds frequently and up to 25 pounds occasionally. Must be able to communicate via telephone and email.

If you are interested in working for one of West Michigan’s premier cultural institutions and with a highly motivated team...
send your resume to hr@meijergardens.org or apply online at http://www.meijergardens.org/contact/careers/.

Frederik Meijer Gardens and Sculpture Park is an Equal Opportunity Employer.
All candidates are required to submit to our background and drug screening process.