



FREDERIK MEIJER Gardens & Sculpture Park

JOB POSTING – GUEST SERVICES COORDINATOR / MOD

Department: Guest Services

Supervisor: Guest Services Manager

Pay Type: Part-time <25hrs/wk, Hourly, Non-Exempt

Date Posted: November 15, 2021

Job Descriptions: Responsible for day-to-day guest service functions performed at Admissions, Monitor, Information Desk and Amphitheatre Box Office. Responsible for building-wide opening and closing procedures, emergency procedures, front-line decision making and ensuring good communications to the guests and Meijer Gardens' staff and volunteers. **Schedule will include weekends and weekday hours. Schedule will vary rotating weekends are required.**

Essential Functions:

- Manager on Duty; provide leadership and prioritized responsibilities as needed for building wide operations. This position is also responsible for alerting other department managers to issues needing immediate attention.
- Demonstrate exemplary guest service in all guest, member, staff and volunteer interactions.
- Handle emergencies as necessary.
- Handle complaints in a friendly, diplomatic and empathetic manner.
- Perform all telephone and paging needs in a knowledgeable, courteous, and friendly manner.
- Responsible for accurate processing of all cash, checks and credit cards needs at the ticketing desk, Cook Transportation Center and Amphitheater. Scheduling flexibility that allows working weekends and holidays.
- 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 Guest Services Manager.

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 treating 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 preferred

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

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.

Apply online at <http://www.meijergardens.org/contact/careers/> or send your cover letter and resume to 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.