



## **Seasonal Worker - Guest Services Representative (Arboretum - 2018)**

**Position Title: Seasonal Worker**

**Department: 040091 - Guest Services - General**

### **Objective**

Holden Forests & Gardens is recruiting for Guest Services Representative seasonal workers. Guest Services Representative seasonal worker performs high quality customer service; housekeeping and set-up duties; receives guests at the Corning Visitor Center (CVC); promotes membership, and provides information and support for featured and upcoming attractions, classes, activities and seasonal programming; Provides customer service at the information desk, gatehouse and special events. Performs other activities as required. This position requires a flexible schedule which may include evening and weekend work.

### **Supervisor**

- Guest Services Assistant Manager
- Guest Services Representative(s)
- Works with Volunteers

### **Work Location**

- The Holden Arboretum – Kirtland, Ohio – less than 30 miles east of Cleveland.
- Encompassing more than 3,600 acres of cultivated gardens, woody plant collections and natural forested areas
- Holden Forests & Gardens is 12th largest public garden in the U.S. It is comprised of two campuses, Holden Arboretum and Cleveland Botanical Garden.

### **Responsibilities (include but not limited to)**

- Performs housekeeping and set-up/tear-down for meetings, classes and events
- Greets new guests and provides them with an overview of property and provide reorientation for returning visitors
- Answers telephone calls and assists with questions regarding classes, memberships, special events, natural history, horticulture, Holden history, and directions
- Prepares and handles registrations and payments for admissions, memberships, class fees and Treehouse store merchandise
- Responsible for point-of-sale register reconciliations and closing procedures
- Provides clerical support as needed
- Ability to learn point of sale system
- Assists with special events and programs

### **Qualifications**

- Provides prompt and courteous services to guests
- Promotes Holden's mission by assisting customers and answering questions on natural history, horticulture, history of Holden, directions
- Greets guests upon their arrival and ensures that they feel welcomed into the facility

- Troubleshoots problems, manages customer concerns, communicates effectively and provides prompt follow-up
- Performs other activities as required
- Restocks brochures and other material within CVC
- Provides clerical support for the gift shop and library

### **Requirements**

- Strong customer service skills and experience working with the general public
- Excellent verbal and written communication skills
- Computer experience in a Windows environment using Microsoft Office, Microsoft Excel
- Ability to effectively solve medium to complex problems
- Ability to effectively manage multiple tasks
- Ability to work independently as well as in a team environment
- Ability to understand basic instructions using the English language
- Valid Driver's License and acceptable driving record required to be covered on Holden Forests & Garden's vehicle insurance policy
- Must pass a criminal background check, credit and substance screening

### **Physical Demands**

Must be able to perform with or without reasonable accommodation:

- Stand and/or sit for extended periods of time
- Effective vision and hearing
- Hand and arm dexterity
- Walk and work on wet, uneven, slippery terrain
- Regular lifting and carrying up to 25 lbs
- Kneeling, bending, stooping, grabbing and reaching

### **Work Environment**

- Perform required tasks in all weather conditions
- Ability to a flexible schedule that includes nights and weekends
- August through December
- Seven days per week operation
- Full time or part time
- Approximately 16 – 40 hours per week

### **Wages**

- Candidates start at \$9.00
- Hourly
- Non-exempt

### **Apply**

Review of applications will begin immediately and continue until the position is filled.

Qualified applicants should submit a resume online:

<http://www.holdenarb.org/workwithus/>

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=db704977-d8c5-4be2-a36a-23f4002eddc0&jobId=32485&lang=en\\_US&source=CC3&cclId=19000101\\_000001](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=db704977-d8c5-4be2-a36a-23f4002eddc0&jobId=32485&lang=en_US&source=CC3&cclId=19000101_000001)

*This position will be employed through a staffing agency service.*

Holden Forests & Gardens (Holden Arboretum / Cleveland Botanical Garden) is an Equal Opportunity Employer committed to hiring a diverse and talented workforce. We seek skilled, knowledgeable and experienced individuals to join our staff and enhance our reputation as one of the country's foremost arboreta.