

## **FACILITY RENTALS AND VISITOR SERVICES COORDINATOR**

- Coordinate and serve as primary contact for weddings and all facility rentals; schedule rental events; interact with the Fernwood catering coordinator on food related rentals; follow event through to completion with support and oversight of the Manager of Visitor Services
- Serve as a customer service representative and membership support at the Visitor Center. Efficient handling of all desk tasks, including the sale of new memberships, renewal of current members, customer service, database look-up, event ticket sales, general informational questions, and follow up when required
- Assist in day-to-day operational procedures, including daily revenue reports, cash handling, the opening and closing of all systems, including the cash registers
- Assist with stocking/inventory control and other duties/projects as assigned by Manager
- Assist in the administration of sales programs
- Participate in all member, sales, and staff events
- Proactively and professionally answer questions and provide directions concerning classes, exhibitions, shows, and gardens
- Greet visitors in a friendly, attentive way and address their needs promptly. Develop a proficiency in Garden information and literature, resources available, and desk procedures
- Monitor visitor materials and displays in and around the Visitor Services Information Desks. Maintain the cleanliness and appearance of each area
- Maintain strong team relationship with member and donor services and establish good working relationships with visitor operations, custodial, outsourced food, and retail operations

### **Qualifications:**

Our ideal candidate will have the following:

- Exemplary customer services skills
- A minimum of one year experience in sales and customer service
- The ability to interact professionally with all customers (in person, by phone, or email) including members, donors, potential donors, and co-workers
- The flexibility to work a minimum of one weekend day, occasional holidays, some evenings, and flex hours when necessary for proper front-line and rental event coverage
- Experience with nonprofit membership and/or development a plus
- Microsoft Office skills
- Strong math skills
- Database software experience is helpful —Altru preferred, however, not required
- The ability to handle cash, credit card transactions, and customer information with integrity

### **Physical Demands:**

Office setting: Frequent sitting, standing, walking, bending, listening, speaking, and keyboarding. Use of office equipment, including computers, telephones, copiers, scanners, fax machines. Some requirements for lifting, pushing, or pulling items less than 30 pounds.

### **Benefits package provided.**

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and qualifications required of personnel so classified.