

FRONT DESK POSITION – WEEKENDS:

We are looking for an outgoing, front-line professional to work in a fast-paced and friendly environment to greet Fernwood's visitors. This position will be responsible for opening and closing the Visitor Center, both Saturday and Sunday.

Duties include all of the responsibilities listed below.

- Serve as a membership/customer service representative at the Visitor Center. Efficient in 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.
- Greet visitors in a friendly, professional, and attentive manner and address their needs promptly. Develop a proficiency in Garden information and literature, resources available, and desk procedures.
- Monitor visitor materials and display 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.
- Additional responsibilities include opening the building in the morning and securing/alarming the building in the evening.

Qualifications:

Our ideal candidate will have the following:

- A minimum of one year experience in sales and customer service.
- The ability to interact positively with all customers including members, donors, potential donors, and co-workers in a professional and friendly manner—in person, by telephone, or by e-mail.
- The flexibility to work both weekend days, some holidays, some evenings, and to flex hours when necessary for proper front-line coverage.
- Experience with nonprofit membership and/or development a plus.
- Microsoft Office skills.
- Database software experience is helpful —Altru preferred.
- The ability to handle cash and credit card receipts 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.

APPLY TODAY.

Please note that applicants who do not meet the required qualifications will not be considered.

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.