

Garden Guide

Position Type: Seasonal employment. Non-Exempt under the Fair Labor Standards Act (FLSA).

Description: The Garden Guide is responsible for safely operating trams and boats, conducting tours and providing frontline coverage of the Front Desk and Tollbooth. Shifts are 5-8 hours, fluctuating between 7:30AM-9:30 PM up to 4 days a week. This position requires flexible availability; weekend work is required. Ideal candidates would enjoy working with people, working outside in a beautiful Garden setting as well as indoors, & have previous cash handling experience.

Essential Functions:

- Safely operate trams and boats to conduct educational tours of the Garden.
- Create an outstanding guest experience by highlighting membership benefits & suggesting how guests can structure their visit to the Garden.
- Work with all other NBG departments to ensure visitors have a positive and memorable experience at the Garden.
- Operate cash register; responsible for initial money given, and any money taken in during shift.
- Utilize Altru database program to view calendar schedule and be prepared to relay pertinent information to class participants, members, staff and the general public.
- Provide excellent customer service at all times, especially when greeting & assisting guests.
- Assist with special events as needed including Garden festivals & the annual Garden of Lights.
- Additional duties as required.

Essential Physical Functions:

- Must have the ability to work outside for 8 hours in heat, cold or light rain and can continuously walk, stand, bend, twist and/or stoop.
- Must have the ability to push and pull objects during the shift.
- Must have the ability to sit for extended periods of time at a desk inside an office, using a computer with a keyboard, answering the phone and communicating via a radio.
- Must have the position requires the ability to lift and move materials up to 40 pounds.
- Must be able to climb in and out of, and safely operate the tram, boat, and golf carts.

Requirements:

- Valid driver's license required and must be at least 18 years old.
- A solid basic understanding of computers is required.

Education and Experience:

- High school diploma or equivalent is preferred.
- Should enjoy working with people, have excellent customer service skills, and be comfortable speaking to large groups.

- Previous customer service and cash handling experience is highly preferred.

Reports to: Visitor Services Supervisors

Benefits:

- Staff discounts on programming and gift shop.
- NBG logo wear for work provided.
- EAP services for all employees.

Equal Employer Opportunity (EEO) statement: NBG is committed to the principles and ideals of equal employment opportunity. It is, and shall continue to be, the policy and practice throughout NBG to foster equal employment opportunity and non-discrimination for applicants, employees, and volunteers without regard to race, color, sex, religion, national origin, age, marital status, disability status, gender identity, sexual orientation, pregnancy, childbirth or related medical condition including lactation, status as a veteran or other protected status, if qualified to perform the essential functions of the job with or without reasonable accommodation.

Send resumes & applications to hr@nbgs.org