



## Botanical Garden of the Ozarks

**Department: Operations**

**Title: Coordinator, Guest Services**

**Reports To: Executive Director**

**Job Type: Part-time, non-exempt**

The Coordinator, Guest Services works in the Admissions Office and provides a world-class customer service experience for visitors to the Botanical Garden of the Ozarks.

**This job is for you if...** You're someone who finds fulfillment in helping others, interacting with public, and thinking on your feet.

### **Duties and Responsibilities**

- Create a positive first impression by welcoming visitors with a warm and friendly attitude
- Efficiently process payments using our Point of Sale system and ensure that all transactions and accompanying records are accurate
- Provide information about our organization, the garden, and upcoming programs/events
- Respond to inquiries by phone, directing calls to the appropriate member of our team
- Create productive and professional working relationships with Admissions Office volunteers
- Help ensure that public spaces remain neat and presentable
- Other duties as assigned

### **Basic Qualifications**

- Exceptional communication and interpersonal skills
- Unquestionable ethics and integrity
- A poised and helpful demeanor
- Aptitude for problem solving
- Experience with basic office technology

### **Preferred Qualifications**

- Previous Point of Sale and cash-handling experience a plus

### **Physical Requirements:**

- Prolonged periods of sitting
- Must be able to lift up to 20 lbs.
- Some walking and occasional exposure to outside weather conditions