



FREDERIK MEIJER Gardens & Sculpture Park

JOB POSTING – DIRECTOR OF GUEST RELATIONS

Department: Guest Relations

Reports to: Executive Vice President & CFO

Pay Type: Full time, Salaried, Exempt

Date Posted: April 6, 2021

Position Summary: Provide professional leadership, inspiration and consistent management of all guest service operations, gift shop operations, and all endeavors related to the performing arts. Utilize the function of our Mission, Guest Centric Model, and Guiding Principles to provide unique and exceptional customer service to all guests. Full participation as a member of the Management Team and Exhibitions, Aesthetics & Display Committee as well as a staff liaison to Board of Directors' appointed committees related to this position.

Essential Functions:

- Management of Meijer Gardens business operations; guest services, adult tours, tram operations, gift shop, and all events showcasing the performing arts.
- Lead by example to promote the best-in-class customer service as a reflection of our operational model.
- Develop, implement, and oversee policies and training programs to benefit the overall improvement of staff and volunteer performance.
- Ensure ongoing education and training for staff and volunteers to be the source of information for our guests in relation to all aspects of Meijer Gardens.
- Develop and manage operational budgets in cooperation with managers from accountable areas.
- Understanding of successful retail operations from sales, cost of goods sold, inventory and bottom-line performance.
- Interface with department Directors/Managers as needed to give and convey information to continually improve operations.
- Development and continued review of process for all guest, employee and volunteer emergencies through guided communication and complete documentation.
- Proactive in implementing and monitoring all Aesthetic Standards.
- Provide feedback regularly to Executive Vice President & CFO for improved guest service.

Organizational Functions:

- A flexible and collaborative culture is important. Other duties may be assigned within the department as well as across the organization.
- Embrace and adhere to Meijer Gardens' mission, brand statement, operating model, policies, procedures, and guiding principles with a strong emphasis on professional behavior and the treatment of others with dignity and respect.
- Embrace the fact we are a non-profit institution that serves the public and that you will work with a broad and diverse group of employees, volunteers, members, and guests.

Education and qualifications preferred:

- **Education:** Bachelor's degree from an accredited institution or any combination of equivalent education, training, and work experience

- **Experience:** Management of professional staff; 5 plus years' experience in a customer service atmosphere; preference for a public nonprofit institution
- **Skills / Knowledge / Licenses:** Direct customer service contact, current technology experience in Word, Excel, Outlook and Ticketing and POS inventory systems preferred

Working Conditions: Generally fast paced environment. Willingness to have a very flexible schedule including weekends, evenings, and holidays. Sustain standing for long periods of time due to fast paced environment. Occasional lifting of 25 pounds required.

If you are interested in working for one of West Michigan's premier cultural institutions with a highly motivated team...

send your cover letter and resume to hr@meijergardens.org or apply online at <http://www.meijergardens.org/contact/careers/>.

Frederik Meijer Gardens & Sculpture Park is an Equal Opportunity Employer.
All candidates are required to submit to our background and drug screening process.