



FREDERIK MEIJER Gardens & Sculpture Park

JOB POSTING: GUEST SERVICES CAPACITY COORDINATOR

Department: Guest Services

Supervisor: Guest Service Manager

Pay Type: Hourly, On-call, Non-Exempt

Date Posted: February 11, 2021

Position Schedule: As Needed; current need March/April 2021

Job Descriptions: Responsible for accurate counting of guests in and out of the main building and indoor spaces to adhere to current COVID-19 capacity restrictions. **Schedule will include weekend and evening hours.**

Essential Functions:

- Counting guests in and out of various areas of the facility
- Directing guests to enter/exit in the right direction
- Greeting guests throughout the building
- Reporting guest emergencies as necessary
- Handle guest complaints in a friendly, diplomatic, and empathetic manner
- Assist the assigned Manager on Duty with staff/volunteer breaks
- Assist with staffing and implementing requirements of the Credentialing Area

Expected 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/or qualifications preferred:

Education: High school diploma

Experience: 2-3 years' experience in customer service and/or hospitality field

Specific Skills: Direct customer service contact, basic knowledge of multi-line telephone system, computer experience in Word and Excel helpful.

Working Conditions:

Some standing for long periods of time, fast paced environment. Must be able to count accurately. 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.