



# FREDERIK MEIJER Gardens & Sculpture Park

## JOB POSTING – MOD / GUEST SERVICES ASSISTANT

**Department:** Guest Services **Supervisor:** Guest Services Manager

**Pay Type:** Full-time, Hourly, Non-Exempt **Date Posted:** May 18, 2021

**Position Summary:** Responsible for building-wide opening and closing procedures, emergency procedures, front-line decision making and ensuring good communications to the guests and Meijer Gardens' staff and volunteers.

**Schedule will include weekends and weekday hours. Schedule will vary rotating weekends are required. The schedule will rotate between day and night shifts. Typical day shifts are 8-5p and night shifts are 4-12p.**

### Essential Functions:

- Manager on Duty; provide leadership and prioritized responsibilities as needed for building wide operations as well as for events occurring at night
- Demonstrate exemplary guest service in all guest, member, staff, and volunteer interactions • Handle emergencies as necessary
- Handle complaints in a friendly, diplomatic, and empathetic manner
- Perform all telephone and paging needs in a knowledgeable, courteous, and friendly manner • Responsible for accurate processing of all cash, checks and credit cards needs at the ticketing desk, Cook Transportation Center and Amphitheater
- Assist with Guest Services administrative tasks such as data entry into ACME and eTix
- Assist with greeting tour groups
- Scheduling flexibility that allows working weekends and holidays

### Organizational Expectations:

- 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 with some college recommended

**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.

**Supervisory Knowledge:** Basic leadership and training abilities dealing with staff and volunteers.

**Working Conditions:**

Requires ability to operate computer and other office equipment, plus mobility in office, grounds and exhibit areas and ability to lift up to 10 pounds frequently and up to 25 pounds occasionally. Must be able to communicate via telephone.

Apply online at <http://www.meijergardens.org/contact/careers/> or send your cover letter and resume to [hr@meijergardens.org](mailto:hr@meijergardens.org).

**Frederik Meijer Gardens & Sculpture Park is an Equal Opportunity Employer.**

*All candidates are required to submit to our background and drug screening process.*

**Frederik Meijer Gardens & Sculpture Park promotes the enjoyment, understanding and appreciation of gardens, sculpture, the natural environment and the arts.**