

TOWER HILL

B O T A N I C G A R D E N

INFORMATION DESK ASSOCIATE

ORGANIZATIONAL OVERVIEW

The Worcester County Horticultural Society, the third oldest active horticultural society in the United States, is a nonprofit educational organization formed for the purpose of advancing the science, and encouraging and improving the practice of horticulture. Since its founding in 1842 in downtown Worcester, MA, the society has continued to grow and expand from its agricultural roots leading to the purchase of Tower Hill, a farm in rural Boylston, MA, in 1986 with the idea of cultivating a botanic garden.

Today, Tower Hill Botanic Garden features a year-round display of the finest plants for cultivation in New England. Carefully planned gardens and collections of ornamental, edible and native plants, plus trails that enhance the natural features of this beautiful 132-acre property, and a robust program and event schedule make Tower Hill a year-round destination.

VISITOR SERVICES ASSOCIATE – INFORMATION DESK

The Visitor Services Associate for the Information Desk plays an essential role in optimizing guest and member experience by greeting and providing information for all visitors to the Stoddard Education and Visitors Center. Visitor Services Associates also play an important role in membership sales and program registrations.

Duties

- Greet all visitors to the Stoddard Education and Visitors Center and provide general information in person and via the phone. Must maintain familiarity with gardens and programs so as to be able to answer visitor inquiries.
- Accurately process cash, check, and credit card transactions for membership, program, art, and plant sales in a fast-paced environment. Register drawers are to be counted at the beginning and end of shift.
- Direct group visitors, special event guests, and program participants as needed.
- Be courteous, discreet, and professional at all times; all action and verbal exchange will take place in a public setting.
- Play a significant role in membership sales in person and over the phone. Must be very familiar with all levels and benefits of membership. All membership transactions must be processed by close of day.
- Work closely with guest experience volunteers to set a standard of welcome, warmth, and professionalism.
- Perform daily opening and closing duties in the reception area of the Stoddard Education and Visitors Center such as turning on lights, keeping the area well stocked with collateral and supplies, as well as monitoring the overall appearance of the lobby area.
- Provide support for other staff and departments as needed, including but not limited to distributing gate passes, preparing membership packets, recording volunteer hours, preparing mailings, and other duties as assigned.
- Receptionists may be cross-trained to cover the gatehouse as needed.

Qualifications

- High school diploma or equivalent; some college experience preferred.
- Minimum of one year customer service and cash handling experience required.
- Friendly outgoing demeanor with excellent communications skills.
- Ability to work in a fast-paced, busy environment.
- Computer literate including a working knowledge of Microsoft Office.
- Prior experience in a museum setting or with NCR Counterpoint a plus.
- Interest in Tower Hill's mission is helpful but not required.
- Weekday, weekend, holiday, and some evening hours required on a regular rotating schedule.

The Visitor Services Associate – Information Desk is a year-round position of 30-40 hours per week, eligible for benefits. This position reports to the Operations Manager. To apply, please email resume and cover letter to: Libbie Rowell, Operations Manager, Tower Hill Botanic Garden: lrowell@towerhillbg.org. No phone calls please.