

# Night Lights Assistant Operations Manager

Tower Hill Botanic Garden, PO Box 598, Boylston MA 01505 508-869-6111

<b>Department/Group:</b>	Visitor Operations	<b>Job Category:</b>	<ul style="list-style-type: none"><li>• Non-Exempt</li><li>• Part-time</li><li>• Seasonal</li></ul>
<b>Location:</b>	Boylston, MA	<b>Travel Required:</b>	None
<b>Salary or Rate Range:</b>	\$17 per hour	<b>Contact</b>	Libbie Rowell, Operations Manager, lrowell@towerhillbg.org

## **Job Description**

Night Lights is an annual celebration of the season held at Tower Hill Botanic Garden in Boylston, MA. This is an extremely popular event bringing up to 1700 visitors a day to Tower Hill.

The position is seasonal, part-time, 30 hours per week. The position will run from November 23, 2018 through December 30, 2018. The work schedule is Wednesday and Thursday, 2:30 pm to 9:30 pm and Saturday and Sunday 2:30 pm to 10:30 pm. Paid training sessions to be scheduled with the Visitor Operations Manager before November 23, 2018.

### **Responsibilities:**

The Night Lights Assistant Operations Manager is a seasonal position responsible for:

- Evening, on-site management of the permanent Information Desk and Gatehouse staff and On-Call staff at the mobile gatehouse, in the parking lots, and at auxiliary locations (such as the firepits)
- Ensuring that visitor services are operating smoothly and filling in for outside positions as required.
- Trouble-shooting ticket technology.
- Works closely with the Operations Manager and the Manager on Duty for the evening.
- Responds to customer service issues that have been escalated by the Information Desk and Gatehouse with regards to ticketing.
- Must be familiar with Tower Hill beyond Night Lights and able to be an ambassador for Tower Hill throughout the rest of the year.

### **Supervision and Training**

- Reports to Operations Manager
- Will be trained on our ticketing software, Freshtix, and our Point of Sale software, Counterpoint.

### **Qualifications**

- High school diploma or equivalent.
- Demonstrated ability to provide excellent customer service. Cash handling and supervisory experience preferred.
- Friendly outgoing demeanor with excellent communication skills.
- Ability to work in a fast-paced, busy environment.
- Must be a well-organized, seasoned, successful and empathetic leader.
- Demonstrated ability with computers (Windows) and smartphones (iOS). Will be required to trouble-shoot technical issues with point of sale system and web-based ticketing system.

## Night Lights Assistant Operations Manager

### Physical Demands / Working Conditions:

- Must be able to lift 25 pounds
- Must be able to work outdoors for several hours at a time in winter temperatures.

Tower Hill Botanic Garden is an Equal Opportunity Employer.

### Application

Send a cover letter, resume, and references to Libbie Rowell, Operations Manager, [lrowell@towerhillbg.org](mailto:lrowell@towerhillbg.org).  
No phone calls please.