

Seasonal Visitor Services Staff

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

Direct Manager:	Visitor Services Manager		
Department/Group:	Visitor Services	Job Category:	Non Exempt Seasonal Part-Time
Location:	Boylston, MA	Travel Required:	No
Salary or Rate Range:	\$18.18 - \$18.54 per hour	Apply at:	https://nebg.isolvedhire.com/jobs/
Date posted:		Posting Expires:	

New England Botanic Garden at Tower Hill believes diversity in nature promotes a healthy, vigorous garden. We believe that diversity among our staff promotes a healthy work environment and a vigorous organization. We recruit, employ, train, compensate and promote regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law. We believe in diversity of race, gender identity, sexual orientation, religion, ethnicity, national origin, ability, and all the other traits that make us unique. New England Botanic Garden at Tower Hill is an equal opportunity employer.

NEBG at Tower Hill does not require its staff to be vaccinated for COVID-19, but we urge everyone to receive an updated dose as they become available to protect themselves and each other.

Seasonal Visitor Services staff are expected to carry out the responsibilities of the job in ways that support NEBG at TH's mission and to its commitment to creating a diverse and welcoming organization.

- Being welcoming to all staff and the public
- Be respectful of staff differences and preferences
- Use gender neutral communication styles
- Respect everyone's pronouns
- Make efforts to support a diverse work force.
- Develop and support a culture within the department that recognizes and supports NEBG at TH's IDEA initiatives (Inclusivity, Diversity, Equity and Accessibility).

Position Overview

Seasonal Visitor Services Staff are a group of staff that help facilitate large events, like special event weekends and evening light shows. Duties range from directing visitors to checking in ticket holders to membership sales, and during Night Lights, assisting callers to our Night Lights hotline. All new employees will receive training in customer service skills and, as needed, the software used to sell tickets and memberships, along with general software for internal messaging.

Responsibilities

- Providing a professional, inclusive welcome for all visitors, setting the stage for an enjoyable experience at NEBG at Tower Hill.
- Providing general information for visitors such as suggested routes through the gardens or displays and where to find visitor facilities such as restrooms and food service.

Seasonal Visitor Services Staff

- For Admission shifts: Greeting all visitors as they enter the property and either selling admissions through our on-site point of sale system or checking-in pre-sold admissions through our ticket reservation system. For Night Lights, we expect that all evenings will be sold out in advance and only check-in will be required.
- For Admissions shifts: Have basic familiarity with our membership levels and their associated benefits and be able to sell or renew memberships in our point-of-sale system.
- For Night Lights Hotline shifts: Answer questions about Night Lights, sell ticket and membership sales, and assist ticket holders with rescheduling.

Schedule

The Seasonal Visitor Services Staff position is seasonal, hourly, and non-exempt from overtime. They may work 1 to 5 shifts per week, but only for a few weeks of the year. Shifts are usually 2 to 8 hours long.

Examples of potential shifts for 2024-2025 include:

- Fall after-hours events: Fairies Aglow runs Fridays and Saturdays mid-September 29 thru October.
- Night Lights Hotline: Daytime hours from mid-October through early December then early evening hours from late November thru early January.
- Night Lights Admissions: Every evening from late November through early January. Required to work at least 3 shifts per week for this event.
- Killer in the Conservatories & Orchids After Dark – select Friday and Saturday evenings January thru March
- Occasional daytime shifts throughout the year.

Experience and General Requirements

- Must be at least 16 years old, those age 16-17 need to obtain and provide a work permit before beginning work.
- Must have previous customer service experience or the interest in learning new skills.
- Experience working with the public a plus.
- Must be comfortable with computers in fast paced environment.
- Must be able to work independently or as a member of a team.
- Must have reliable transportation to the Garden.

Physical Demands / Working Conditions

- Must be able to sit or stand in one area for extended periods of time.
- Must be able to work with appropriate computer and communications equipment.

Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.

Safety

- Works with an awareness of surroundings and vigilant to any possible threat to the safety of staff and the public, or to NEBG at TH property. Ensures all concerns are reported promptly.
- Reports all accidents and injuries immediately to an immediate supervisor and/or Chief Financial & Operations Officer, or designee.
- Complies with provisions of the current Employee Handbook, all published personnel policies, and the requirements of the job description.