

Skating Rink Visitor Services

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

Direct Manager:	Senior Operations 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.

Skating Rink 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

Position Overview

Skating Rink Visitor Services Staff are a group of temporary staff who help support NEBG's seasonal synthetic skating rink. Duties include completing sales transactions, assisting guests with signing safety waivers, and the maintenance of rental skates. All new employees will receive training on the software used to sell skating rink admission and skate rentals.

Responsibilities

- Providing a professional, inclusive welcome for all visitors, setting the stage for an enjoyable experience at NEBG at Tower Hill.
- Sell rink admission and skate rentals, obtain waivers from every skater, communicate all skating rink rules, and ensure that all guests sign safety waivers.
- Make closing announcements for the skating rink
- Sanitize, inspect, and sharpen rental skates between uses as needed
- Maintain cleanliness and order of the skate rental room

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Schedule

The skating rink visitor services position is seasonal, hourly, and non-exempt from overtime. Staff may work 2 to 5 shifts per week.

Examples of potential shifts include:

- Daytime shifts:
 - 9:30am-3:00pm (Nov 23 to Jan 5)
 - 9:30am-5:00pm (Nov 15 to Nov 22 and Jan 11 to Feb 23)
- Night Lights evening shifts:
 - 3:30pm-10pm (Nov 23 to Jan 5)

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.
- Previous experience with customer service or handling cash is preferred
- Basic Knowledge of ice skating is preferred but not required
- 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.
- Must be able to operate skate sharpening equipment
- Must be able to operate 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 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.