Temporary Visitor Services Associates

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 Temporary Part-Time
Location:	Boylston, MA	**Travel Required:**	No
Hourly Rate	$19.29	**Apply**	https://bit.ly/nebg-jobs

Position Overview

Temporary Visitor Services Associates are a group of staff that mostly help facilitate Visitor Services at events that take place outside of regular Garden hours, like concerts, extended hours, and evening light shows. Duties range from directing visitors to ticket operations 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.
- 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 Hotline shifts: Answer questions about Night Lights, sell ticket and membership sales, and assist ticket holders with rescheduling.
- 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.
- Be welcoming to all staff and the public and respectful of staff differences and preferences.
- Use gender-neutral communication styles and respect everyone's pronouns.
- Work with an awareness of surroundings and be vigilant to any possible threat to the safety of staff and the public, or NEBG. Ensure all concerns are reported promptly.
- Comply with provisions of the current Employee Handbook, all published personnel policies and job description requirements.
- Other duties as assigned.

Schedule

The Temporary Visitor Services Associate position is seasonal, hourly, and non-exempt from overtime. They may work up to 5 shifts per week, but typically only for a few weeks of the year. Shifts are usually 2 to 8 hours long.
Note: For Night Lights 2026, must commit to minimum of three shifts per week from November 21 – January 3.

<u>Currently hiring for:</u>

- Night Lights Hotline: Evening shifts 4pm-7pm daily.
- Night Lights Admissions: Evening shifts. 4.5-5 hours per shift. Start as early as 3:30pm and end by 10:00pm
- Special Event Admissions: select days throughout the year, usually evenings.

- Occasional daytime shifts throughout the year.

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.

Qualifications

- Must be at least 16 years old, those age 16-17 need to obtain and provide a work permit before beginning work.
- Experience handling cash and credit card transactions a plus but will train.
- Must have previous customer service experience or interest in learning these 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.