

Guest Services Associate

Put your passion for the desert to work. To apply for an open position, please forward resume and letter of interest to hr@dbg.org, fax to: 480.481.8173, or mail to:

Human Resources

Desert Botanical Garden
1201 N. Galvin Parkway
Phoenix, AZ 85008

Part-time, Seasonal.

This position performs on-site admission, event, class, and membership sales at Admissions, Call Center, and Visitor Center. This position is responsible for building long-term guest relations before, during and after all visits to Desert Botanical Garden. Efficient performance of all guest services' responsibilities: the admissions booth, the call center, visitor center, and garden host, is necessary to ensure effective world-class service and competitive onsite sales.

Responsibilities include:

Admissions Booth

- Welcome guests to the Garden in a friendly and hospitable manner
- Initiate and process event tickets using computer based cash register (cash, check, credit card and purchase order)
- Answer inquiries about the Garden's mission, exhibits, events and programs
- Promote and sell all memberships, events, classes to all Garden members and guests
- Balance sales with cash on a daily basis
- Work closely with volunteers

Call Center

- Efficiently respond to the high volume of inbound calls that include requests for special event ticket/reservations and Garden information
- Maintain current knowledge of pricing structure and discount opportunities including corporate discounts
- Resolve billing issues
- Provide information and sell various departmental services, such as classes and volunteer opportunities
- Answer questions, give directions, and provide information about the greater Phoenix area

Visitor Center

- Assist guests with rental items, including umbrellas, audio tour materials, wheelchairs, electric scooters and strollers
- Assist guests with directions, Garden information, finding local tourist information and related inquiries
- Assist guests in *Ottosen* Entry Garden

Garden Host

- Provide visitors with a warm greeting
- Check or sell tickets while providing directions and program information
- Assist with all access control points of pedestrian traffic flow
- Work outdoors, at times alone on Garden trails and stand for extended periods of times while assisting guests

Other

- Open and close in all locations

Requirements include:

1. Customer service expertise
2. Proactive sales skills
3. Excellent communication skills and the ability to interact effectively with a wide variety of Garden members, guests, volunteers and staff
4. Enthusiasm to support the Garden's mission, programs and events
5. Ability to multi-task in a fast-paced environment while maintaining accuracy, efficiency and professionalism
6. Above-average typing, computer and data entry skills; proficiency in MS Office
7. Ability to learn and use ACD type telephone systems proficiently
8. Cash handling experience, with ability to work in a point-of-sale environment and manage cash handling duties with extremely high record of accuracy
9. Ability to stand for extended periods of time while assisting guests
10. Ability to bend and lift up to 25 pounds in the course of routine job duties
11. Ability to work well in a supportive team environment
12. Ability to work outside
13. Flexibility and dependability of schedule, to include weekends, holidays and late nights, as needed

The Desert Botanical Garden is an Equal Opportunity Employer and considers all applicants without regard to race, religion, color, sex, gender identity and/or expression, sexual orientation, marital or parental status, age, national origin, veteran status, disability, or any other status protected by law.

The Garden fosters and supports workplace diversity, equity and inclusion to honor the unique perspectives, experiences and contributions of all, to celebrate successes, and to cultivate individual and institutional excellence.

The benefits of regular employment at the Desert Botanical Garden include a stunning environment, competitive benefits package, complimentary family membership, employee cultural exchange, wellness initiatives and discounts.