THE WATER CONSERVATION GARDEN

Job Announcement

POSITION Customer Service Representative

CLASSIFICATION
Part-time; $12-$13 per hour (up to 20 hours per week, must be available weekends, some weekdays and some evenings)

SUMMARY: We are a family friendly community Garden looking for an upbeat, friendly, dedicated professional for a Front Office style environment. This Customer Service Representative will greet guests and is the initial interaction and experience of The Garden. Position performs all aspects of retail sales including but not limited to greeting and welcoming customers, suggestive selling of upgrades to memberships, closing the sale, and accurately completing the sale on the point-of-sale register. Clean and organize workspaces and Garden entrances before and after shifts. Minor data entry and administrative duties for membership, development and events department are expected.

DUTIES AND RESPONSIBILITIES:
• Greet guests in an enthusiastic and courteous manner; always provide outstanding customer service
• Utilizes various selling techniques to increase sales from entry ticket to memberships
• Accurately completes sales using POS system according to established procedures
• Maintain knowledge of all membership benefits and programs
• Assure signage at entrance and kiosk are accurate and up to date
• Minor data entry and admin
• Organizing of Garden entrance and kiosk
• Performs other related duties as assigned by management

QUALIFICATIONS:
• Any combination of education, training, or experience that provides the required knowledge, skills, and abilities.
• Commitment to excellence and high standards
• Ability to manage priorities and workflow
• Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
• Excellent customer service skills
• Creative, flexible, and innovative team player
• Ability to understand and follow written and verbal instructions.
• Professional appearance and demeanor
• Ability to effectively communicate with people at all levels and from various Backgrounds.
COMPETENCIES:

- **Customer Service**—Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Oral Communication**—Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication**— Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork**—Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Attendance/Punctuality**—Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability**—Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please send your resume and a cover letter to Soozie@thegarden.org. No phone calls, please. To learn more about The Water Conservation Garden, go to our website: www.thegarden.org.