

## **Customer Service Representative**

### **Full Job Description**

**Position** Customer Service Representative, Gift Shop/Admissions

#### **Classification**

Part-time; \$15.50 per hour (1-2 shifts per week with additional support during holiday season or if needed. Must be available some 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 workspace 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 cash register 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 administrative tasks.
- Organizing of The 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; 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; 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.*

The Water Conservation Garden, a nonprofit organization founded in 1999, is a 5-acre public garden whose mission is “promoting water conservation in the southern California landscape through excellent programs and exhibits that educate and inspire the public.” The Garden serves over 50,000 visitors annually and offers educational tools via 16 display gardens and a full program of tours, classes, and events for children, adults, families, and landscape professionals, both on-and off- site. In 2007, the Garden won the Rain Bird Corporation’s international award for leadership in water conservation; in 2009, *Sunset Magazine* listed the Garden as one of the “Top Ten Western Gardens.”

#### **EMPLOYMENT AT THE WATER CONSERVATION GARDEN**

It is the policy of Water Conservation Garden to provide equal employment opportunities to all qualified persons without regard to race, creed, religion, sex, sexual orientation, age, national origin, physical or mental disabilities, marital status, veteran status, or any other status or characteristic protected under federal, state, or local law. The Immigration Reform and Control Act of 1986 requires the Water Conservation Garden to hire only individuals who are eligible to work in the United States. Upon the employee’s reporting for the first day of work, an individual will be expected to present proper documentation establishing employability.