POSITION DESCRIPTION

TITLE: Guest Experience Manager
DEPARTMENT: Guest Experience
REPORTS TO: Director of Education and Guest Experience
STATUS: Exempt
HOURS: Full-time, 40 hours Weekdays with some evening and weekend hours (minimum of 1 weekend per month)
DATE: October 2021

POSITION SUMMARY
The Guest Experience Manager oversees the operations of the Guest Experience department and the Gift Shop, positioning the Garden to provide exceptional customer service to guests, members, volunteers and donors to move the Garden forward on its mission to connect people and plants. The primary focus is ensuring a friendly and efficient Guest Experience operation and providing administrative support for all other departments. This position will spend 20-25 hours directly serving customers and 15-20 hours performing managerial/administrative duties weekly, with potential variance during busy seasons.

CORE COMPETENCIES & ESSENTIAL FUNCTIONS
- Manage Guest Experience Associates and Gift Shop Coordinator, including seasonal, intern and volunteer workforce (3-6 staff)
- Develop and implement a training program for seasonal and permanent Guest Experience staff
- Hire, train, supervise, schedule and administer annual performance reviews of Guest Experience, Gift Shop and, as appropriate, volunteer staff
- Participate in decision-making process regarding admissions prices, special pricing programs, partnerships with other non-profits, and other decisions as needed
- Manage donation and ticket requests for area non-profits, including the Garden’s non-profit tickets for special events
- Oversee the opening and closing processes of the front desk and maintain control over the register(s) start-up cash, including processing change orders as needed
- Participate in Blackbaud Altru (the Garden’s software for POS, ticketing, membership, etc.) trainings and update webinars, share updates with affected staff
- Assist in managing staff workload, including special projects requested by other departments
- Assist other departments as needed:
  - Marketing department in efforts by obtaining zip codes, e-mail addresses, etc.
  - Development department as a backup for membership entry and processing
  - Sales department by processing payments received from guests for their events
  - Volunteer department with volunteer check-in and tracking
- Oversee registrar duties (on-line ticketing, class and event registrations, etc.)
- Update and communicate the GBBG Emergency Procedures to staff as needed
- Serve on the Inclusion, Diversity, Equity and Accessibility (IDEA) Committee
- Manage all communications related to Garden classes & events and disseminate to Guest Experience and appropriate volunteer staff for reference
- Monitor the info@gbbg.org emails and respond/forward as appropriate
- Oversee programming of phone system and all interior Guest Experience signage and rack brochures
- Other duties as assigned

QUALIFICATIONS, SKILLS & PHYSICAL REQUIREMENTS
- Certificate or Associate degree and 2-3 years related management and customer service experience; or equivalent combination of education and experience
- Minimum 2 years’ experience operating and programming a POS system, including handling cash and credit transactions
- Possess high level of interpersonal skills and superior communication skills – able to speak and write clearly and concisely, listen and get clarification
- Comfortable managing a wide variety of concurrent responsibilities with an accommodating style in a fast-paced environment
- Able to work independently, problem-solve and make necessary decisions using sound judgment
- Demonstrate strong attention to detail, accurate and thorough in task completion
- Proficient computer skills, including Microsoft Office and Outlook, comfortable learning new technology, Blackbaud Altru knowledge a plus
- Must occasionally lift and/or move up to 40 pounds
- Experience working within a non-profit environment and/or using community resources, and/or gardening knowledge is a plus

STANDARD BENEFITS
Employees at Green Bay Botanical Garden have access to a competitive benefits package:
- Health and dental insurance coverage
- Life insurance
- Retirement Plan/401(K) (available to enroll after six months or 1,000 hours)

STANDARD WORK PERKS
Employees at Green Bay Botanical Garden can enjoy the following perks:
- Free daily admission to the Garden and up to four guests per visit
- Free passes to ticketed events
- Discounts on ticketed events
- 15% discount at the WPS Trellis Gift Shop
- 50% off room rentals for a private event, subject to availability

To apply: Email completed application, cover letter and resume to info@gbbg.org by October 29, 2021.

EQUAL OPPORTUNITY EMPLOYER
Green Bay Botanical Garden provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.
Our employees love to perform their work in a team environment that includes our volunteers. We value our connection to the greater northeast Wisconsin Community. We care about and value the diverse talents and ideas each employee brings to Green Bay Botanical Garden.

Our Mission
Green Bay Botanical Garden connects people with plants by providing year-round educational and recreational experiences for everyone in an environment that engages, inspires and refreshes.