

## **CUSTOMER EXPERIENCE SPECIALIST**

### **General Statement of Duties**

Performs a variety of administrative, clerical, and facility reservation duties for Paul J. Ciener Botanical Garden and the Parks & Recreation Department.

### **Distinguishing Features of the Class**

An employee in this class performs a variety of administrative, clerical, and facility reservation duties. Work generally requires that employees handle certain activities such as customer reception, records and information processing, recruiting of events, planning and execution of facility reservations, assisting in the gift shop as needs arise, and a variety of office assignments. Develops and maintains client relationships, and acts as the primary point of contact for reservations. Duties require tact and discretion in handling information. Work requires knowledge of office operations in order that the role may serve as backup and at a competent level in several functions. Precedent setting situations are referred to higher-level supervisors. Guides may include a variety of written manuals and instructions, as well as oral instructions. Sound judgment is required in performing the tasks. Work is performed under the supervision of the Garden Facility Manager and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

### **Duties and Responsibilities**

#### **Essential Duties and Tasks**

Respond to facility inquiries in a timely, efficient, and professional manner by phone, mail, email, or in person.

Schedule and provide venue tours for potential clients.

Convert facility use interests and inquires into reservations.

Maintain and accurately record all reservations and events utilizing department software.

Complete and maintain reservation agreements for each event by following departmental policies and procedures.

Establish and maintain an appropriate event planning timeline for each client through proactive and positive communication techniques.

Coordinate with the Garden Facility Manager and Garden Curator to ensure facilities and grounds are in good condition and logistics are in place for upcoming events.

Update and maintain a list of pre-approved vendors to provide clientele; coordinate chosen vendors to maintain event timelines.

Improve and maintain a high volume of events by implementing strategies to attract new and repeat clients.

Identify and attend external networking events aimed at facility promotions and recruiting events.

Plan for the safety of guests, staff, garden, and facilities by following and enforcing all related Risk Management policies and procedures.

Screens calls and inquiries; receives and greets visitors; gives information concerning the garden, programs, and events.

Process registration and payments for garden programs, reservations, and events.

Types correspondence, memoranda, notes, reports, forms, or other materials using Microsoft office programs; reviews work for compliance with instructions, spelling, punctuation and basic grammar; proofreads final proof of materials.

Handle confidential, sensitive, and public information in an appropriate manner.

### **Additional Job Duties**

Maintain highest standards of customer service.

Performs related duties as required.

### **Recruitment and Selection Guidelines**

#### **Knowledge, Skills, and Abilities**

Thorough knowledge of office practices and procedures.

Thorough knowledge and ability to use correct grammar, vocabulary, and spelling.

Thorough knowledge of Microsoft Office software.

Ability to gather and give basic information and instructions on departmental programs and facility reservations based on inquiries online, over the phone or in person.

Ability to be tactful and courteous.

Ability to project a positive, professional appearance, and sales demeanor.

Ability to analyze situations and respond quickly to deliver effective solutions.

Ability to compile information based on general instructions and from a variety of sources.

Ability to arrange and place records, reports, and files into a proper sequence.

Ability to establish and maintain effective working relationships with the general public, supervisors, and employees.

#### **Physical Requirements**

Must be able to physically perform the basic life operational support functions of standing, walking, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to compile and compute data and statistics, operate a computer

terminal, proof read materials, and do extensive reading.

**Desirable Education and Experience**

Associate Degree or equivalent combination of education and experience; plus, minimum of two years' experience in customer service, hospitality, events management or related area.

**Special Requirement**

Able to work varied days and hours, some nights and weekends required.

**Fair Labor Standards Act (FLSA) Status**

Non-Exempt

2023

