

RETAIL & EVENT ATTENDANT

General Statement of Duties

Performs a variety of customer service, retail, private event rental and administrative 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 customer service, retail, private event rentals and administrative duties. Work generally requires that employees handle certain activities such as greeting visitors, gift shop sales, recording attendance data, assisting with opening and closing procedures, answering the phone, and a variety of office assignments. This position may also be required to work weekend and evening rentals as needed. Responsible for providing frontline customer service in a manner designed to ensure a positive visitor experience at the Garden. 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

Provide exceptional customer service by genuinely welcoming each visitor with knowledge of the Garden and proactively assessing visitor's needs

Work private event rentals, act as the on-site coordinator for the venue as needed. Follows all rules and policies in rental agreement, set-up and breakdown even tables and chairs as needed during shift.

Stay informed of all Garden programs and events, and is able to provide information to visitors regarding daily hours and special events by using all available electronic and printed means

Compute sale prices, total purchases, and receive and process cash or credit payment using point-of-sale system

Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices

Responsible for all cash and credit card transactions in the gift shop; following established department procedures for opening and closing assigned register.

Receive, pick, pack, and ship online orders from the gift shop

Answer incoming calls in a professional and timely manner; transfer callers appropriately and efficiently

Maintain the cleanliness of the lobby and gift shop

Handle difficult situations with tact and respect, and reports issues to supervisor in a timely manner with accurate details

Additional Job Duties

Maintain highest standards of customer service

Performs other duties as assigned by supervisor

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 communicate with internal and external customers in a courteous and professional manner.

Team player with the ability to maintain focus while working in a dynamic work environment

Must demonstrate excellent communication skills and telephone etiquette

Must be able to operate the point-of-sale register and follow cash handling procedures

Must have a welcoming and friendly personality and be a quick learner to be able to inform visitors about the Garden and various programs and events.

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 work exerting up to 25 pounds of force frequently and/or 50 pounds of force occasionally 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

High School Graduate or equivalent. One or more years' experience in customer service, retail, or related area.

Special Requirement

Must be able to work varied days and hours; some nights and weekends required.

Fair Labor Standards Act (FLSA) Status

Non-Exempt

2025

