



Title: Seasonal Guest Service Associate
Employment Type: Seasonal through October 31
Compensation: Commensurate with experience.
Application: Please submit a cover letter, resume, and three references (including email addresses)
Mail to: Human Resources
1018 W. Main Street
Midland, MI 48640
hr@dowgardens.org

Position Summary

Ambassadors for Dow Gardens, Guest Service associates provide exceptional customer service by creating a warm positive atmosphere. Visitors become inspired as they learn about all the Gardens have to offer. We are seeking people-oriented individuals with a demonstrated ability to work well with others and a desire to work in a public venue. The job duties include assisting visitors, selling admissions, helping in the gift shop and supporting day-to-day operations in the Café. Some outdoor duties may also be assigned. Work hours are based on seasonal time changes and the needs of the organization. The availability to work Fridays, Saturdays and Sundays, evening shifts, and holidays is required.

Responsibilities

- Welcome and orient guests in a friendly and courteous manner
- Learn and become proficient with our point-of-sale system
- Handle admission sales, class registrations, Café-related duties and other guest services
- Ensure a quality guest experience by maintaining a clean and sanitary environment
- Prepare Café food/drink and gift shop merchandise for sale.
- Counting a cash drawer and follow proper cash-handling procedures
- Executing opening and closing operations safely, courteously, and efficiently
- Occasional outdoor grounds work and light housekeeping
- Other duties as assigned

Qualifications

- High School Diploma / GED
- Experience working with public preferred
- Able and willing to learn a point of sale system
- Friendly and outgoing personality with excellent communication and interpersonal skills
- Customer service and cash handling experience is a plus
- Ability to work in a fast-paced environment
- Ability to lift up to 35 pounds
- Experience opening/closing a business is a plus