

TITLE: Administration Staff – Membership and Visitor Experience

STATUS: part-time, seasonal, non-exempt

MISSION

Massachusetts Horticultural Society is a member-supported organization, dedicated to encouraging and improving the science and practice of horticulture and developing the public's enjoyment, appreciation and understanding of plants and the environment.

MASSACHUSETTS HORTICULTURAL SOCIETY

The Society's horticulture center and twelve gardens are located on the 36-acre Cheney Estate in Dover, which is listed on the National Register of Historic Places. The historic and contemporary gardens at Elm Bank demonstrate how plants and design are an integral part of everyday life for people of all ages, abilities, and backgrounds. Gardens connect people to plants and to the environment through sustainable design, interpretation, cultural practices, and pure enjoyment. Massachusetts Horticultural Society offers educational programming to engage both adults and children so they may learn about plants and gardening, and contemporary issues such as health, sustainability, and stewardship of our natural world.

JOB DESCRIPTION:

The Membership and Visitor Experience staff is the first person to greet the visitors to the Gardens at Elm Bank. We are looking for a responsible, friendly person to greet our guests, collect admissions, and to sell memberships. Person must be familiar with Massachusetts Horticultural Society, The Gardens at Elm Bank and membership benefits. Able to operate an iPad and laptop computer.

DUTIES AND RESPONSIBILITIES:

- Serve as membership salesperson/customer service representative at the garden entrance o Collecting Admission
- Distributing information and membership brochures
- Sell memberships
- Providing general informational for questions
- Follow up when required.
- Assist in day-to-day operational procedures, including daily reports, cash handling, and opening and closing, including cash and IPAD sales using Square.
- In a friendly manner, proactively and professionally answer questions and provide directions concerning classes, exhibitions, shows, and gardens.
- Locking up buildings at the end of the day
- Comfortable using Eventbrite website to check-in pre-booked entry tickets
- Comfortable using an iPad for credit card sales via Square Software
- Develop a proficiency in Garden information and literature, resources available, and desk procedures.
- Monitor visitor materials and displays in and around the Gatehouse. Maintain the cleanliness and appearance of area.
- Maintain strong team relationship with Membership and Operational staff

DEPARTMENT: Administration - Membership and Visitor Experience

REPORTS TO: Director of Education and Programming

Hours of Operation: arrives: 9:45 am, departs: 5:45 pm, \$14 per hour.

TO APPLY: Resume with additional information/experience to: Allison Dush,
education@masshort.org