



Greater Des Moines
Botanical Garden

Guest Experience Event Liaison (Part-Time)

Reports to: Guest Experience Managers
Status: Non-Exempt
Schedule: Part-time schedule mostly including evenings and weekend hours with some weekday hours
Revision Date: September 2022

Position Summary

The Guest Experience Event Liaison supports the day-to-day functions of the forward-facing Guest Experience team. They will assist and support a variety of Botanical Garden programs from private rentals (e.g. weddings, celebrations, meetings), signature Botanical Garden events (e.g. Music in the Garden, Dome After Dark) and the Garden Shop and Admissions desk as needed. Schedule will vary and is determined by the needs of the Botanical Garden.

Primary Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily across admissions, events, and retail environments, and perform other duties as assigned.

- Help guests by providing general information about the Botanical Garden, including orientation and wayfinding, exhibits, special programming, membership, educational opportunities, and other amenities. Maintain knowledge of Botanical Garden programs and events.
- Provide support for venue rental events and serve as one of the points of contact for clients, caterers, wedding/event planners, vendors, and guests to ensure high-quality customer service.
- Support Botanical Garden signature events by providing a guest experience role and supporting events in a variety of capacities such as: set up and tear down, admissions/Garden Shop, site management, etc.
- Assist with rental event setup per client's specification, including vendor setup where necessary, and maintain event spaces throughout the event; effectively anticipate and respond promptly to the needs of all guests and vendors; responsible for executing the event and securing the building at the end of business day.
- Assist with educational programs as needed. This may include processing walk-up registrations, overseeing self-guided activities, supporting education volunteers, maintaining spaces with self-guided activities, and providing other assistance as needed.
- Actively promote and sell Botanical Garden memberships, educational opportunities, signature events, and other exhibits and activities to guests.
- Provide accurate cash handling skills and operation of the point-of-sale (POS) system; support and perform opening and closing procedures, including processing admissions, memberships, educational programs, and event and retail sales.
- Assist with Garden Shop operations as needed, including the processing of incoming freight, including opening boxes, entering items into the inventory management system, pricing, stocking, and merchandising.
- Ensure guests are aware of and following garden etiquette, photography policy, and other organizational policies.
- Organize, clean, and monitor the lobby to ensure it is presentable and safe; monitor and stock materials as needed.
- Participate in training opportunities and meetings at the Botanical Garden.
- Perform other duties as assigned by the Guest Experience Managers and Botanical Garden leadership.

Qualifications

The requirements listed below are representative of the knowledge, skill, and/or ability required for this position.

Education and Experience

- High school diploma or equivalent required.
- Prior experience in retail, customer service, or hospitality preferred.

- Experience with POS system preferred.
- Bilingual or multilingual desired.

Skills and Abilities

- Communicate well with guests. Remain polite, courteous, and helpful.
- Working knowledge of Microsoft Office suite.
- Ability to work independently as well as in a team environment.
- Ability to apply basic mathematical concepts for monetary transactions.
- Ability to solve complex problems and independently make decisions.
- Ability to successfully pass a criminal background check.

Work Environment and Physical Demands

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Continuous communication and/or interaction with staff, volunteers, visitors, and management.
- Occasional bending, stooping, reaching, crouching, or light lifting (up to 50 lbs).
- Prolonged periods of standing, walking, or delivering programs in varying environmental conditions.
- Require good hand-eye coordination, arm, hand, and finger dexterity including the ability to grasp, and visual acuity to use a keyboard, operate equipment, and read technical information.

About the Organization

The Greater Des Moines Botanical Garden is a 501(c)(3) privately governed, not-for-profit public garden situated on 17 acres in the heart of downtown Des Moines. At the Botanical Garden, we are passionate about exploring, explaining and celebrating the world of plants. Beyond the beauty and inspiration of our urban setting, we are dedicated to creating signature, memorable experiences through progressive garden design and innovative programming. People, plants, and passion are the focus of what we do. By educating and enriching the lives of our guests, we provide a valuable resource for our community and forge partnerships stronger than the sum of our individual parts.

Greater Des Moines Botanical Garden Values

We are a **community** of **growers**
who are **curious, committed, and kind.**

We are a **community** of people welcoming all to join us in caring for one another and the plant communities that make up our Garden.

We are **growers** who, with many hands, cultivate and nurture a thriving ecosystem filled with plants and people.

We are **curious** and passionate about the natural world, and we are dedicated to doing our part to sustain and protect it for future generations.

We are **committed** to creating and tending gardens where joy is experienced, curiosity is cultivated, and lifelong memories are made and cherished.

We lead with **kindness** in all that we do to create an environment that promotes growth of our plants, our people, and our community.

Position Application

Qualified candidates should submit a resume to bghr@dmbotanicalgarden.com. Review of applicants will begin immediately and remain open until the candidates are hired.

Greater Des Moines Botanical Garden is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act and/or applicable state regulations, Greater Des Moines Botanical Garden will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with a member of management.