Visitor Services Associate—22 Hours Per Week ($15/hr)

Planting Fields Foundation is currently seeking a part-time Visitor Services Associate (VSA) to help ensure quality visitor engagement with Planting Fields and return visitation. As the first point of contact for visitors at Planting Fields, the Visitor Service Associate welcomes all visitors to Planting Fields’ new Visitor Center in Coe Hall and is responsible for providing the highest level of friendly, helpful service to ensure guests enjoy their visit, and engage fully with the site. This position reports to the Visitor Services and Volunteer Coordinator and will work two days a week, twice a month.

This is a great opportunity for someone interested in starting a career at a non-profit, museum, education-based, or community events driven setting. We also welcome retirees and customer service-oriented individuals looking for an interesting and engaging part-time position. The ideal candidate is friendly, curious, and a quick problem solver with an interest in meeting and helping people from all over the world, knowledge of how to engage respectfully with different personalities, and has a calm yet enthusiastic demeanor.

Duties + Responsibilities

- Open Coe Hall and the Visitor Center in preparation for guests and close them at the end of the day
- Greet visitors within Coe Hall
- Assist visitors with any concern or inquiry regarding the property
- Check guests in for tours and coordinate with docents and tour guides
- Handle cash and credit card transactions on a digital POS system
- Manage gift shop stock
- Provide sales assistance in gift shop, for public programs, events, and memberships
- Register guests for tours and events using a CRM database
- Record information for contact tracing
- Assist Museum Affairs, Education and Engagement, Development and Membership, and Marketing and Communications colleagues with other tasks as needed. These may include clerical, event set-up, and board and guest relations.
- Attend monthly meetings with Planting Fields staff

Qualifications + Requirements

- A least 1 year of customer service experience
- Some retail, box office, or cash transaction experience
- Strong communication skills
- Punctual and reliable
- Comfortable working with a diverse public in-person, on the phone, and online
- Proficient in Office 365. Experience with a CRM is a plus!
• Able to anticipate the needs of others
• Availability to work occasional weekends and evenings
• Second language ability in Spanish or Mandarin is appreciated

This is a temporary/seasonal position with the possibility of extending based upon the organization’s needs.

Planting Fields COVID Response:
Given the increased need for safety at this time, Planting Fields has taken measures to ensure the safety of staff, visitors, and volunteers. The following are in place and follow NY State Guidelines:

• Masks covering nose and mouth are required by all staff, visitors, and volunteers when indoors and/or engaging in close contact with others. Masks are provided to all who do not have their own.
• Hand sanitizer is readily available in locations across the grounds and within all buildings.

To apply, submit a resume and cover letter explaining your interest in this position at Planting Fields specifically and outlining how your previous experience would support you in this role. Please send a PDF as an attachment to mbrown@plantingfields.org and hsobel@plantingfields.org. Applications without cover letters will not be considered.

Job Types: Part-time, Temporary
Pay: $15.00 per hour

Planting Fields Foundation is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Planting Fields Foundation makes hiring decisions based solely on qualifications, merit, and business needs at the time.

About Planting Fields
Planting Fields Foundation strives to preserve and make relevant to all audiences the heritage of Planting Fields, an early 20th century 409-acre estate, designed as an integrated composition of the built and natural world.
Founded in 1952 by William R. Coe, the Foundation is a not-for-profit public educational foundation chartered by the New York State Board of Regents and tax exempt under the status for a 501C3 organization. Located in Oyster Bay, New York and originally landscaped by the Olmsted Brothers of Brookline, Massachusetts, the Arboretum grounds feature 409 acres of greenhouses, rolling lawns, formal gardens, woodland paths and outstanding plant collections. The original historic estate buildings remain intact including Coe Hall, a 65-room Tudor Revival mansion designed by Walker & Gillette. The interior of the house is a showcase of artistry and craftsmanship and features a distinctly American aesthetic through original ironwork commissions by Samuel Yellin and murals painted by artists Robert Winthrop Chanler and Everett Shinn. Planting Fields is included in the National Register of Historic Places. Learn more at www.plantingfields.org