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PLANTING FIELDS

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### **Guest Services Associate (part-time)**

**Hours:** 24 Hours Per Week/three days a week, Friday, Saturday, Sunday

Planting Fields Foundation is currently seeking a part-time Guest Services Associate (GSA) a front-line ambassador who answers visitor questions, provides directions, and provides guidance to visitors on optimizing their visit and fully experiencing the site. As the first point of contact for guests at Planting Fields, the Guest Service Associate welcomes all guests to Planting Fields' and is responsible for providing the highest level of friendly, helpful service. This position reports to the Visitor Experience Manager.

This is a great opportunity for someone interested in starting a career in 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**

- Be a welcoming and informative ambassador of Planting Fields and its mission.
- Provide exceptional customer service in a front-facing role and communicate to visitors in a professional and courteous manner.
- Assist visitors with any concern or inquiry regarding the site.
- Remain knowledgeable of programs, special events, exhibitions, and activities to proactively inform guests.

- Manage the Visitor Center and Gift Shop including opening, closing and end of day sales reports.
- Provide sales assistance in Gift Shop, for merchandise, public programs, events, and donations.
- Handle cash and credit card transactions using Altru CRM system for tour tickets and gift shop purchases.
- Check guests in for tours and coordinate with docents to ensure a streamlined experience.
- Assist 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**

- 2-3 years of strong customer service and retail sales experience.
- Some retail, box office, or cash transaction experience
- Strong communication skills and ability to maintain a professional demeanor, at all times
- Punctual and reliable
- Flexible and adaptable to the ever-changing needs of Planting Fields
- Comfortable working with a diverse public in-person, on the phone, and online
- Proficient in Office 365. Experience with CRM database is a plus!
- Ability to maintain a welcoming environment for all guests
- Availability to work occasional holidays
- Second language ability in Spanish or Mandarin is appreciated

### **Additional Information**

This is a part-time position based in Oyster Bay, New York. The position is to be fully performed onsite at Planting Fields. Hourly Pay Rate: \$17.00 an 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.

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 [hr@plantingfields.org](mailto:hr@plantingfields.org). Applications without cover letters will not be considered.

### **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](http://www.plantingfields.org)

### **DISCLAIMER**

The preceding job description has been designed to describe the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the employee(s) assigned to this job. Other duties may be added, or this job description amended at any time. To perform this job successfully, an individual must be able to perform the principal duties satisfactorily. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the principal duties of the job, except where to do so would cause an undue hardship on the mission and operations of Planting Fields.

Employment at Planting Fields is at-will, which means that either the employee or Planting Fields can terminate the employment relationship at any time, for any reason, with or without

cause or notice. Nothing in this Job Description should be construed to diminish the at-will employment relationship in any manner.