Posting date: February 5, 2020

Job Title: Visitor Services Receptionist

Company information:
Chanticleer is a non-profit organization that operates a 48-acre public garden in Wayne, PA. The garden is open to the public Wednesday through Sunday, from April through October, from 10am to 5pm. Chanticleer provides an opportunity for guests to learn, tour, visit, and enjoy the various garden areas and vistas. The Chanticleer staff work in a professional, team-oriented, and smoke-free environment. Continual training and education in the horticulture industry is encouraged.

Job Description:

Chanticleer is seeking a seasonal Visitor Services Receptionist to deliver an inspiring, informed, inclusive and safe experience for guests. This position is expected to work roughly three days a week, some weekends and evenings included, from April through October from 9:30am to 5:30pm.

Primary Responsibilities:
- Welcome guests as they enter the garden and assist in planning their visit
- Sell admission tickets, season passes, and maintain customer records
- Facilitate tours, assist with educational programs and events
- Interpret the garden and ensure that guest amenities are clean and well stocked while walking through the garden
- Serve as the primary point of contact for questions and concerns. Elevate more difficult concerns to supervisor as appropriate
- Complete daily opening and closing activities and ensure that all guests have left the garden at the end of the day

Qualifications:
- Guest relations in a public setting such as a garden, museum, zoo, or a similar experience interacting with the public
- Exceptional customer service skills
- Knowledge of horticulture and gardening is a plus, though not required
- Enthusiasm for being outdoors
- Engaging personality and even temperament under pressure
- Training specific to this position will be provided
- Seasonal, Part-time: Wednesdays – Sundays 9:30am to 5:30pm, as scheduled and some evenings

Apply: Please send your resume and a letter of interest to Cathy Lombard, Administrative Assistant:
- Email: admin@chanticleergarden.org
- Mail: 786 Church Rd., Wayne, PA 19087
  Phone: 610-687-4163