

Job Posting 12/17/2021

Visitor Services Supervisor

The Chanticleer Foundation
Wayne PA 19087

Chanticleer is a non-profit organization that operates a 50-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. Chanticleer staff believe diversity, equity, and inclusion strengthen our institution and continual training and education are important.

About the position:

Chanticleer is seeking a part-time Visitor Services Supervisor to support our Public Programs department. This position supports all aspects of Chanticleer visitor operations in collaboration with a full-time management team supported by a part-time team of visitor services receptionists and tour guides. The Public Programs department is responsible for ticketing operations for general admission, season pass sales, guided tours, and programs. This individual will spend much of the time supervising and directing the visitor services staff. Specific responsibilities will include:

- Supervises visitor services staff and visitor operations. Organizes, motivates, and provides guidance to inspire a team that provides excellent service to guests.
- Administers day to day aspects of the visitor services operation, including staff scheduling, point of sale and reservation system management, and onsite safety.
- Regularly communicates with guests and season pass holders with focus on delivering an exceptional guest experience, in addition to serving as the point of contact for any escalated guest questions.
- Consistently communicates operational concerns, changes, and needs in the department. Maintains an on-site presence and circulates the garden to ensure safe and successful operations.
- Coordinates tours. Handles group and individual guided tour requests, including scheduling, staffing, and coordinating all aspects of group tours.

We seek a proven professional for our fast-paced Public Programs team. The candidate must be self-motivated, energetic, flexible, innovative and a collaborative team player. The ideal candidate will have:

- A minimum of three years' experience working in guest services, or education at a non-profit, public garden, museum, or in hospitality management.
- Technical skillset that includes experience with point-of-sale systems.
- Strong interpersonal, communication, organizational, project and time management skills, along with the ability to manage multiple projects and priorities.
- Excellent written and verbal communication skills.
- Proficiency in Microsoft Office suite.

- The work schedule includes weekends, days, evenings, and holidays.

This position is expected to work three to four days a week, weekends and evenings included, from April through October from 9:30am to 5:30pm. From November to March the days and hours will be less and only weekdays, while the garden is closed.

All applicants must be fully vaccinated against COVID-19. To apply, please submit your resume, cover letter, and three references to Nancy Harris, Executive Assistant at admin@chanticleergarden.org, or by mail to 786 Church Rd., Wayne, PA 19087.