



Department: Visitor Services

Job Title: Membership Sales Supervisor

Supervisor: Visitor Services Manager

Employee Status: Seasonal, Non-exempt, Part-time

Pay Rate: \$12.00 and up DOE

Assigned Work Location: Admin Building/Kiosk

Position Description:

The Membership Sales Supervisor serves as the first point of contact between the Idaho Botanical Garden and its patrons. The primary role of the Membership Sales Supervisor will be processing admissions into the Garden in the admission kiosk and at the admin office front desk while conveying the benefits of Garden membership to each patron. As well as managing, training, and overseeing general kiosk operations and other Membership sales staff.

Areas of Responsibility/Essential Duties

- The position is seasonal, running March through December, working hours ranging from 8:30 a.m. to as late as 9:00 p.m. on specified evenings, including weekends and some holidays.
- Opening and closing Admissions Kiosk, accepting guests for daily admission and events, following outlined procedures and ensuring that the Kiosk till balances accurately at the end of each shift.
- Checking in field trip and tour groups.
- Answering a multi-line phone system and assisting in over the phone ticket sales, answering questions about the Garden and its programs
- Support event production as needed (may include computer work, packing tickets, ordering and organizing supplies)
- Support event staff during events as needed (may include interacting with volunteers, taking tickets, directing traffic, equipment set-up)
- Stock marketing areas including event displays, admission kiosks, administration office
- Scheduling and overseeing Membership Sales Associates
- Office projects and other duties as assigned

Required Skills, Knowledge, and Training:

- Positive attitude
- Ability to supervise and train staff
- Exceptional customer service skills dealing with a varied and diverse public
- Ability to multi-task
- Excellent communication skills
- Ability to accept instruction from multiple supervisors
- Basic Microsoft office skills
- Ability to learn specialized software

Education and Experience

- High School Diploma or GED equivalent
- Previous customer service/cash handling experience preferred

Physical Demands

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job: The employee must be able to regularly lift and /or move up to 10 lbs and occasionally lift and/or move up to 20 lbs.

Conclusion

It is understood that this job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by the Membership Sales Associate within this job, but this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.