POSITION TITLE:
Manager, Membership and Visitor Services
Full Time, Exempt (40 hours per week)

REPORTING RELATIONSHIP:
Reports to Director, Membership and Visitor Services

SUMMARY DESCRIPTION OF POSITION:
Under the leadership of the Director, Membership and Visitor Services, the Manager, Membership and Visitor Services develops and executes a comprehensive hospitality and sales program that focuses on inspired guest interactions, enthusiasm in customer service, and the financial vitality of the Garden through membership and ticket sales.

When on duty, the Manager serves as on-site supervisor for the entire Garden, troubleshooting unexpected operational happenings with excellent judgement and strong leadership. The Manager will inspire team members from all departments, regardless of reporting relationship, to provide an atmosphere of gratitude, hospitality and safety for our guests.

The Manager oversees an exceptional box office operation which sells admission tickets, memberships, and programs, and provides information about garden highlights, exhibitions, food services, membership, and educational programs. These interactions take place in-person, via phone and by email.

The manager leads a team of 3-9 Visitor Experience Associates, and is expected to proactively create and implement systems to train, retain and inspire these employees. The manager ensures that all team members feel connected to the Garden’s mission and plant presentation and are empowered to create a memorable and welcoming atmosphere that ensures all guests feel our deep gratitude for their support.

Importantly, the Manager will work in concert with the Director, Membership and Visitor Services, to create and implement plans that will ensure a positive and high-energy work culture for our front-line employees, through mentorship, professional development, mission moments and motivational programs.

The Manager also oversees all Membership Fulfillment, ensuring the systematic delivery of membership benefits and oversight of the administrative function of membership mailings.
SKILLS/COMPETENCIES:
The manager should be a self-motivated, high-energy, enthusiastic, and dependable individual with experience in hospitality and box office management. The right candidate will be able to work in a fast-paced environment and have the ability to build positive relationships and communicate clearly across all departments. This person will possess strong organizational skills and exceptional attention to detail. He/she should be able to make decisions under pressure, solve problems, anticipate project needs, discern work priorities, and meet deadlines with little supervision. The manager understands how to motivate team members and has a track record of fostering a positive work environment.

- Experience inspiring a team toward success
- Experience in creating positive work culture
- Dependability
- Confidence
- Enthusiasm for the Garden
- Excellent judgment
- Experience with Ticketing and CRM systems
- Exceptional customer service skills
- Problem-solving aptitude
- Ability to effectively work independently and collaboratively across all departments
- Excellent verbal and written communication skills, particularly related to hospitality
- Highly adaptable/flexible/reliable
- Strong interpersonal skills
- Professional and helpful demeanor
- High level of comfort with technology and the ability to learn new software specific to the Foundation, including ticketing and membership software (ACME, Fronds, Altru)

RESPONSIBILITIES AND DUTIES:

Responsible for the execution of a comprehensive on-site membership acquisition and retention program, which incorporates innovative and effective marketing strategies that encompass both on-site and off-site activities. Hefty financial goals are set and met by the Manager and the Visitor Services team, under the guidance of the Director, Membership and Visitor Services.

Oversees the ticketing, member and donor systems, including the set-up of tickets for daily general admissions, education programs, and events. Serves as the Garden’s lead expert in ticketing and membership systems. (Currently ACME, PayPal, and FRONDS)

Provides day to day on-site supervision of Visitor Experience Associates and Serves as Manager on Duty, ensuring all Garden staff (even those outside of the Membership and Visitor Services
Department) are working cross-departmentally to provide an excellent and safe visitor experience. Troubleshoots on-site operational challenges in real-time – using best judgment in times of crisis.

- Schedules Visitor Experience Associates in accordance with attendance expectations and budget
- Approves work schedules and timesheets for all Visitor Services employees
- Directs training procedures for new and existing employees
- Recruits new team members when necessary
- Inspires the team to be enthusiastic about the Garden and encourages a culture of teamwork, with a clear connection to the mission of the Garden
- Ensures guest safety by adhering to all safety protocol and encouraging visitors to do the same
- Oversees fulfillment of membership materials (such as membership cards, thank you letters and gifts) with quality management procedures in place
- Oversees all box office operations, including all aspects of ticket management and setup, setting sales protocols, and ensuring proper coverage on-site and via the call center
- Writes scripts for membership upselling, call center responses, and email responses to ensure high-quality interactions in the box office, call center and via email
- Creates and implements motivational programs that help to retain and inspire staff, and celebrates team accomplishments
- Prepares bank deposits
- Reconciles deposits, POS and Quickbooks to ensure accuracy
- Ensures accuracy of data entered in CRM system and POS
- Informs on ticketing strategies
- Creates and runs attendance and membership reports
- Organizes cleanup programs to keep staff productive during slow periods and to ensure clean data
- Sets regular staff meetings and integrates with other departments to keep teams connected
- Fills in as necessary if employees no-show

QUALIFICATIONS:
- Bachelor’s degree preferred
- Experience with ticketing and CRM systems, preferably ACME and Altru
- Proficient working in MS Office Suite and other software programs
- At least 5 years of related experience in a box office or attraction
- Experience in managing and motivating a team
- Experience with training employees
- Position is full-time. Must be available weekdays, some weekday evenings, holidays, and weekends.
- Pay rate DOE.
To be considered please submit your cover letter and resume to:

Kathryn@scbgf.org

Subject: Manager, Membership & VS

Incomplete submissions will not be considered.