

Klehm Arboretum and Botanic Garden Inc Job Description

Job Title: Gatehouse and Visitor's Center Attendant
Department: Administration
Reports To: Executive Director
FLSA Status: Part-time/Hourly
Prepared Date: March 1, 2021
Updated Date: January 26, 2024

SUMMARY: The Gatehouse and Visitor's Center Attendant position regularly staffs the Gatehouse entry point to the arboretum & botanic garden to greet visitors as they arrive, collect entry fees, answer questions and provide helpful information. In addition, this position also staffs the gift shop of the Visitor's Center to accomplish the same tasks, and to also carry out transactions for the sale of gift shop merchandise. This position may also be required to provide general support for special events and programs held by the organization. Regular weekday and weekend work is required.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Greet visitors as they enter the arboretum & botanic garden.
- Collect entrance fees and reconciles cash and credit card payments daily.
- Provide accurate information to visitors and answer questions in a helpful manner.
- Communicate and enforce visitor/use policies, as necessary.
- Promote ongoing and upcoming events, programs, and classes.
- Restrict entry as appropriate for special events and during hours of normal operation.
- Record visitor information as directed.
- Open and close entry gates and Visitors Center doors daily
- Maintain neat appearance of the Gatehouse facility and surrounding grounds.
- Other duties as assigned, including support tasks for special events and programs.

QUALIFICATIONS: To perform this job successfully this person must have excellent interpersonal and customer service skills with the ability to communicate successfully with wide range of individuals and personalities. This individual must be friendly, detailed, and able to work independently, with the ability to also work in a team-oriented atmosphere to accomplish overall goals. This individual must be punctual and have reliable transportation. Must be able to see, hear and write. English- language speaking skills required.

EDUCATION/EXPERIENCE: Customer service experience strongly preferred. Experience in processing point-of-sale transactions preferred. Interest and knowledge of gardening, plants, horticulture and/or natural areas preferred.

EDUCATION/EXPERIENCE: Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions unless undue hardship and/or a direct threat to the health and/or safety of the individual or others would result. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger or handle; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must have the ability lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

ABOUT US

Klehm Arboretum & Botanic Garden's mission is to maintain a living museum for the enjoyment, education and inspiration of all people. Founded in 1989, the organization has since maintained and operated the 155-acre property located at 2715 S. Main Street in Rockford, Illinois in partnership with the Forest Preserves of Winnebago County. The property was originally established as Rockford Nurseries in the 1920s, and was operated as a nursery until 1985, when the land was donated to the Forest Preserves with the stipulation that it be maintained in perpetuity as an arboretum and botanic garden.

Today, Klehm serves over 30,000 visitors annually and offers a wide variety of programs, workshops and seminars on gardening, nature, horticulture and other topics throughout the year. Klehm hosts specific programs for youth, offering opportunities to explore, learn and grow their knowledge of plants, gardens, trees and the environment. In addition, the Nancy Olson Children's Garden offers unique opportunities for children and families to engage in natural play. Tours and programs are regularly offered to support not only life-long learning for adult visitors, but education for visitors of all ages regarding the benefits and unique nature of the trees and plants found throughout the grounds and gardens.

Klehm Arboretum and Botanic Garden Inc is an equal opportunity employer