



Visitor Services Associate – Part-Time, Seasonal, Weekends

About Jenkins

Jenkins Arboretum & Gardens is a 48-acre public garden located in Devon, Pennsylvania. Since its inception in 1976, Jenkins has been open daily and free of an admission fee. Jenkins' mission is to *celebrate the wonder of plants and place as a destination for education, conservation, and community connection*. Learn more at www.JenkinsArboretum.org.

Job Summary

The Visitor Services Associate serves a critical role as the front-line ambassador for the gardens. The Associate is responsible for welcoming visitors, promoting membership, and managing daily operations of The Garden Shop at Jenkins, a retail shop offering nature-themed gifts and live plants.

This is a seasonal, part-time (8 - 20 hours/week), non-exempt position, reporting to the Executive Director. The ideal candidate will work from mid-April through mid-December. Work is primarily during the day on weekends (Saturday and Sunday) with some shifts on weekdays (Monday through Friday). Occasional work may be scheduled to assist with busy visitation periods and special events during evening hours. Shifts can be half or full day. The Associate will work independently at times and as part of a team at others, depending on the volume of visitation. All work will be conducted on-site at Jenkins, both indoors and outdoors.

Job Duties

- Welcome and Orientation of Visitors
 - Provide excellent customer service to all visitors by answering questions, orienting visitors to the gardens, assisting with visitor needs.
 - When time permits, walk or drive (with golf cart) through the gardens to assist visitors and assess garden trail safety.
- Garden Shop Retail
 - Operate POS system to process purchases and memberships and produce end-of-day reports.
 - Assist with care of plants such as watering and restocking in coordination with nursery staff.
 - Ensure that gift item displays are properly stocked and visually appealing.
- Other Duties
 - Provide support for occasional special events or group rental activities.
 - Assist with light housekeeping by tidying public areas and shop space. Report larger issues to Facilities & Grounds Manager.
 - Assist with phone answering, clerical tasks, and other duties as assigned.

Required Skills & Experience

- Welcoming and engaging with exceptional customer service and communication skills. Prior experience with customer service, retail sales, and/or working with the public is helpful.
- Excellent attention to detail and follow-through, especially when handling sales transactions and reporting.
- Proficiency with computer software such as Microsoft Office and Square Up POS system.
- Ability to work well with others, showing courtesy and respect to colleagues and visitors.
- Appreciation for or experience in horticulture, gardening, or related subjects is helpful.

Working Conditions

This role needs to be able to stand and sit for periods of time, talk to customers, operate the POS system cash register, and operate a water hose to either fill a water-can or directly water the outdoor retail plants. Duties will take place both indoors and outdoors.

The physical demands and work environment described here are representative of the conditions that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

Compensation & Benefits

Pay for this position will begin at \$15/hour. Part-time, non-exempt employees are eligible for paid personal time off and extra pay for working holidays.

To Apply

Please send a letter describing your background and interest in the position to employment@jenkinsarboretum.org. Applications will be accepted until the position is filled.