Texas Discovery Gardens

Job Description: Guest Relations Cashier
Department: Administration Reports to Guest Relations Manager
Status: Part time Nonexempt w/o Benefits
Compensation: $10.00 hourly
Schedule: as needed and scheduled by Guest Relations Manager

Job Summary
Serve as a positive “first impression” for visitors, guests and callers to Texas Discovery Gardens. Convey a courteous, professional image in person and on the telephone. Greet Texas Discovery Gardens’ visitors in a friendly and positive manner; efficiently and accurately facilitate admission and membership transactions in person utilizing the Explorer ticketing system, direct and correctly answer visitor inquiries. Efficiently and effectively process sales transactions in the Texas Discovery Gardens gift shop according to the Texas Discovery Gardens’ Gift Shop Policy and Guidelines

Primary Responsibilities and Duties
• Greet, direct, and take visitor admission and membership fees
• Follow financial and cashier protocols as directed by Guest Relations Manager in accordance with policy
• Answer general questions about exhibits, gardens and rentals both in person and via telephone
• Answer roll over telephone calls when needed
• Monitor visitors, lobby and vestibule area and report all issues so they may be addressed
• Restock information brochures and maps as needed and maintain/track all materials to Guests
• Ensure work areas are neat and clean at all time
• Ensure Opening and Closing procedures are followed daily
• Must have the ability to learn functions of Explorer POS/ticketing system and experience is preferred.
• Attend training/meetings as required by management.
• Other duties as assigned by supervisor

Qualification Standards
• 1 year cash handling experience
• Excellent communication skills
• Excellent math and cash-handling skills
• Basic computer skills
• Experience working with the general public
• Ability to complete tasks successfully with minimal supervision

Mental Requirements
• Must be able to accurately convey information in English, and bilingual fluency in Spanish is preferred
• Must maintain composure and objectivity under pressure
• Must be able to work with and understand financial information and data, and basic arithmetic functions
• Must be able to evaluate and select among alternative courses of action quickly and accurately
• Must be effective at listening to, understanding and clarifying the concerns of visitors, volunteers and co-workers
• Must maintain confidentiality of all financial, membership and donor information

Physical Requirements
• Ability to stand/walk for extended periods of time
• Ability to exert up to 100 pounds of force occasionally, and/or 20 pounds of force frequently to lift, carry, push, pull or otherwise move objects for exhibits

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THIS JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THIS JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMMODATION. I ACKNOWLEDGE THE EXPECTATIONS.

________________________________________________________
Employee signature and date

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Supervisor signature and date