

Background:

The Garfield Park Conservatory Alliance (the Alliance) was formed in 1995 and incorporated in 1998 as a private, non-profit organization committed to the restoration and revitalization of the Garfield Park Conservatory. While the Conservatory is owned and operated by the Chicago Park District, the Alliance is responsible for developing and funding quality education programs and events, promoting community engagement and enhancing visitor services. In its 20+ years, the Alliance has facilitated exponential growth at the Conservatory, offering 450 public programs annually and welcoming over 260,000 visitors in 2019—including 20,000 school children.

Summary:

The Visitor Services & Retail Team Lead is responsible for ensuring a welcoming and positive experience for all guests visiting the Conservatory, leading their teams to success through coaching, developing, and inspiring team members, and in the daily operations of the department.

Principal Job Duties and Responsibilities:

- Ensure a high level of service and visitor satisfaction through oversight of all aspects of the visitor experience including customer service, visitor safety, and Conservatory information.
- Assist in the training and guidance of team members in providing excellent visitor experiences.
- Assist in ensuring Conservatory appearance and service standards are maintained and consistently implemented.
- Provide service to the public, responding to questions, offering assistance, and providing information.
- Merchandise the visual store displays and ensure appropriate levels of product on sales floor by replenishing as needed.
- Assist in the maintenance of an efficient, secure, and accurate cash-handling and inventory system.
- Ensure the achievement of individual, department, and organization metrics and key performance indicators.
- Alert Manager to any issues affecting operations.
- Serve as Manager on Duty when Manager is not present.
- Collaborates internally, within, and across departmental boundaries, to provide information and service to others in the organization to contribute to the effective operation of the Alliance and all staff.

Required Skills:

- Two+ years retail, cash handling, and customer service experience.
- One+ year experience supervising and managing people.
- Ability to coach, mentor, and provide guidance to team members.
- Excellent verbal, non-verbal, and written communication skills.
- Excellent organizational skills, attention to detail, ability to meet deadlines, and handle multiple-tasks in a fast-paced environment with or without direct supervision.
- Ability to work a flexible schedule, including evenings, weekends, and in critical situations as required.
- Proficiency in computers, data management, and point-of-sale systems.
- Strong interpersonal skills and ability to work well with others.
- This position involves interacting and communicating with the general public for up to eight hours daily, with rest periods as required. Staff members may sit or stand at various locations and perform periodic walks through the Conservatory. As Team Lead, this position also includes duties which involve moving items up to 50lbs in weight. Reasonable accommodations can be made.
- Note: All hired candidates will need to submit to a background check and provide proof of COVID-19 vaccination.

Compensation & Benefits:

This is a hourly, non-exempt position, with a starting wage of \$18/hour, that is expected to average 32 hours per week. Benefits include medical, dental and vision insurance, and company-paid short-term and long-term disability. Paid time off includes sick time and time+¹/₂ on holidays worked.

To apply, submit cover letter and resume to VISITORS@GARFIELDPARK.ORG with YOUR NAME and "TEAM LEAD" in the subject line. Applications are accepted on a rolling basis with priority given to applications received on or by Sunday, May 1, 2022.

Garfield Park Conservatory Alliance (GPCA) is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of Any Kind.

GPCA is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at GPCA are based on the organizational needs, job requirements and individual qualifications, without regard to race, color, religion or belief, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. GPCA will not tolerate discrimination or harassment based on any of these characteristics. GPCA encourages applicants of all ages.