



## **GPCA POSITION DESCRIPTION**

**Title:** Retail & Visitor Services Associate

**Reports to:** Manager of Visitor Services & Retail

**Effective:** September 2024

### **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 326,000 visitors in 2023.

### **Summary:**

The Visitor Services & Retail Associate is responsible for ensuring a welcoming and positive experience for all guests visiting the Conservatory by answering questions, assisting with the reservation process, keeping the retail store stocked with merchandise, assisting in the display of merchandise, and completing transactions.

### **Principal Job Duties and Responsibilities:**

- Greet and assist all visitors entering the Conservatory.
- Assist and process reservations for our visitors in accordance with their preferences.
- Assess visitors' needs and provide solutions.
- Learn and maintain knowledge of all Retail & Visitor Services technical systems.
- Answer in-person, phone, or email questions by providing accurate information.
- Adhere to safety and security procedures to ensure visitor safety.
- Implement established policies and procedures.
- Use upselling techniques to increase sales.
- Process and conduct financial transactions.
- Monitor for and alert supervisors to potential security issues.
- Be knowledgeable of and promote events, activities, programs, and membership.
- Solicit donations and / or memberships.
- Cleaning and stocking throughout the day.

### **Required Skills:**

- Previous experience working in retail, customer service, and team environment.
- 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 special events.
- Proficiency in computers and point-of-sale systems.
- Strong interpersonal skills and ability to work well with others.

- This position involves interacting and communicating with the 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. This position also includes duties which involve moving items up to 50lbs in weight. Reasonable accommodations can be made.

**Compensation & Benefits:**

This is an hourly, non-exempt position with a starting wage of \$17.20/hour. After 90 days of satisfactory performance, the wage increases to \$17.50. The Conservatory is open Wednesdays-Sundays and hours vary depending on business needs. Benefits include paid sick time and time + ½ holiday pay.

**Garfield Park Conservatory Alliance (GPCA) is an Equal Opportunity Employer and Prohibits**

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.

**To apply:**

Please send a resume and cover letter to [visitors@garfieldpark.org](mailto:visitors@garfieldpark.org) with the subject line "Visitor Services & Retail Associate". Applications accepted on a rolling basis. No phone calls, please.