



Guest Services Team Member

Bernheim Arboretum and Research Forest, a 16,000+ acre protected forest in Kentucky, about 25 miles south of Louisville, is seeking an individual that can present a welcoming reflection of Bernheim to all guests, while maintaining a professional demeanor and positive attitude.

Bernheim is home to a 600-acre arboretum, designated as Kentucky's official arboretum. The natural landscape features 40+ miles of hiking trails and extensive natural areas managed for conservation and research purposes. Its woodlands, prairies, and wetlands make up the largest privately-owned forest in the Eastern United States dedicated to education and conservation. Bernheim is a privately owned not-for-profit, relying on donations and memberships, whose mission is to connect people with nature. Annually, over 350,000 people experience Bernheim through visits, educational programs, field trips, and Bernheim festivals.

Bernheim's Guest Services Team Member will support the mission of Bernheim Arboretum and Research Forest by providing the ultimate guest experience, focusing on guest interaction and loyalty to the organization. Guest Services Team Members will greet guests, understand their needs, and provide assistance when necessary.

Essential Duties/Responsibilities

- Cross train in a variety of roles within the Guest Services department.
- Maintain appropriate organizational knowledge and provide visitors with accurate information about Bernheim facilities, programs, and current activities in a friendly and professional manner.
- Reflect a positive, friendly, and professional impression of the Bernheim experience.
- Blend problem solving and decision-making to positively impact the guest experience and resolve guest concerns.
- Follow all directions provided to ensure proper presentation of the area prior to opening to the public; including restocking and labeling merchandise, cleaning assigned area, assisting with shipments, and answering/transferring incoming calls.
- Ensure that the Café/Gift Shop/Kiosk is open, clean, safe, and ready to receive visitors and that the area is well organized, properly stocked, and that merchandise is displayed in an effective manner with the resources available.
- Understand and carry out opening and closing procedures as directed.
- Utilize all Guest Services computer systems to track guest transactions, both cash and credit.
- Balance and report daily transactions from the cash register according to proper procedures.
- Follow proper procedures for communicating problems and documenting visitor comments with supervisors.
- Work in a safe manner always; identify and correct hazards; comply with all safety policies and best practices.
- Able to blend problem solving and decision making to positively impact the guest experience and resolve guest concerns.
- Follow all directions that are provided to ensure proper food safety and sanitation.
- Prepare harvested produce and any items pertaining to the current menu.
- Other duties as assigned.



Experience and Expectations

- 1-3 years' experience in related role.
- Minimum of a High School Diploma or Equivalent.
- Must be at least 18 years of age.
- Clear communication skills, both verbal and written.
- Effective time management skills.
- Must work one weekend day per week, Bernheim events and holidays.
- Must be able to operate a cash register, handle simple calculations, and money transactions via a computer point of sale system.
- Willingness to learn and adapt.
- Collaborative work ethic and strong attention to detail.
- Ability to work independently and as part of a team.
- Must have an outgoing personality and be a quick learner to be able to assist the public with merchandise and answer general questions about Bernheim.
- Comfort and ability to engage in outdoor environments, in all weather conditions.
- Ability to adapt to the unexpected while still progressing toward core objectives.
- Flexible work schedule, including weekend and evening hours.

To apply and for more information

Please send all inquiries and resumes to: HR@bernheim.org.

This part-time, hourly position reports to the Visitor Services Manager.

*This position will be expected to work approximately 24 hours per week.

Pay rate: \$15/hr.

Bernheim Arboretum and Research Forest is proud to be an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We recruit, employ, train, compensate, and promote without regard to race, color, national origin, creed, religion, sex, gender identity, sexual orientation, marital status, parental status, disability, age, veteran status, or any other status protected by law.