



Visitor Experience Associate Job Description

Date: February 2025

Status: Non-exempt

Reporting Supervisor(s): Visitor Experience Director

Position Overview:

The Visitor Experience Associate is a seasonal employee of Stan Hywet Hall & Gardens hired by the President & Executive Director upon recommendation of the Visitor Experience Director. They are responsible for assisting in the day-to-day front-line activity. The position encompasses a broad range of customer service skills facilitating visitor activity in admissions, outdoor guest service areas and café, and during special events.

Essential Duties and Responsibilities:

1. Maintain a professional attitude and demonstrate a superior level of hospitality skills when working with the public, volunteers and staff.
2. Work closely with the Lead Hospitality Coordinator and other Hospitality Coordinators to maintain the highest level of hospitality skills in all front-line areas.
3. Must be willing to be cross trained in all front-line positions including Retail and Café Services.
4. Assist the Group Sales, Rental Services, Public Programs and Tour Services departments with all groups, events or special needs.
5. Must have knowledge of Stan Hywet's tours, rentals, public programs, café menu, and membership opportunities.
6. Assist with the greeting and transporting of guests and monitor cross walks, *Playgarden*, and parking lot activity including parking of buses as needed.
7. Ability to drive a tram and certification required.
8. Must be familiar with Stan Hywet Hall & Gardens safety and security policies including being able to complete accident reports.
9. Assist in carrying out day-to-day operations in hospitality areas including helping with trash, ice, packages, etc. as needed.
10. Operate point of sale system and conduct sales transactions.
11. Maintain a clean, safe, enjoyable and helpful atmosphere for visitors and staff.
12. Assist in outdoor events including sales of food and beverages during special events throughout the property as needed.
13. Prepare menu items as required following all food safety requirements.
14. Keep dining areas (inside and outside), kitchen area and sales area clean and stocked at all times.
15. Assist in inventory when requested.
16. Other duties as assigned.



Visitor Experience Associate Job Description

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Must have a valid Ohio Driver's License.
2. Ability to interact effectively, professionally, and courteously with guest, staff, and volunteers.
3. Ability to relate to persons of all ages and of diverse backgrounds, skills and abilities.
4. Must be able to handle multiple projects or tasks.
5. Ability to conduct error-free monetary transactions.
6. Flexible work schedule.

Education and/or Experience:

1. A minimum of a High School diploma, or equivalent, is highly desirable.
2. Previous food service, hospitality or customer service experience a plus.
3. Basic first aid and CPR training is highly desirable.

Usual and Customary Expectations:

1. Should expect constant bending, stooping, kneeling, and crouching; and requires full extension of arms, and grasping, holding and pulling in all these positions.
2. Should be able to lift and carry approximately 50 - 70 pounds.
3. Ability to work in a standing position 95% of the day.
4. Non-traditional hours required.

Acknowledgement:

Employee's Signature

Date

Authorized Signature

Date