



Visitor Services Associate • Part-Time Contract Position

Visitor Services Associates provide impeccable customer service at the Information Desk by answering frequently asked questions, providing wayfinding assistance and etiquette guidelines, promoting events, membership, programs, and resources, and, on occasion, helping conduct visitor surveys. The Visitor Services Associate works to make all visitors feel welcome and well cared for while maintaining a safe, engaging environment. This role serves as a welcoming gateway to the Arboretum, helping visitors find the information and resources they need.

[Adkins Arboretum](#) focuses on conserving and promoting the native flora of the Mid-Atlantic Coastal Plain. The Arboretum's collection comprises 400 acres and 5 miles of trails of native plant communities in cultivated gardens and successional patterns of meadows, old fields, pine plantations, young hardwood forests, mature bottomland forests, and wetlands. Adkins Arboretum is a welcoming gathering place for a broad and diverse audience, providing a venue for education, research, community engagement, and the arts.

Key Responsibilities

- **Frontline Greeting:** Welcome Visitors warmly, provide site maps, and offer helpful suggestions regarding walking trails and conditions, and places to see that align with Visitors' interests and what's in season.
- **Information & Engagement:** Field questions about native trees and plants, Adkins Arboretum's mission, and Arboretum programs to enhance the visitor experience.

Visitor Services Associates are not expected to have all the answers, but should be able to guide visitors to appropriate staff or resources when needed.

- **Sales Transactions:** Process memberships and Gift Shop sales using POS systems.
- **Operations & Safety:** Open/close Visitor's Center and cash register, monitor for cleanliness and safety, communicate facility or Visitor concerns to appropriate staff, and assist in directing Visitors in the event of an emergency.
- **Administrative Duties:** Respond to phone/email inquiries, check-in program participants, and assist with special events.

Qualifications

- **Experience:** Previous experience in customer service, hospitality, tourism, public gardens, non-profit organizations, or museums is preferred.
- **Skills:** Strong communication, customer service, and interpersonal skills, ability to perform in point-of-sale (POS) systems.
- **Abilities:** Accuracy, flexibility, courtesy.
- **Knowledge:** Familiarity with Adkins Arboretum, including current programs and seasonal offerings, is a plus.

Hours & Compensation

This is a part-time contract position ranging from 12–19 hours per week. A typical workweek schedule will include Saturdays (9:30 a.m.–4:30 p.m.) and Sundays (11:30 a.m.–4:30 p.m.), and potentially one day on Tuesday, Wednesday, or Thursday (9:30 a.m.–4:30 p.m.). The starting hourly rate is \$18/hour.

We are actively seeking applications for an immediate opening. Please send a brief letter of interest and resume to Jean Wortman at jwortman@adkinsarboretum.org.