



GUEST ENGAGEMENT ASSOCIATE, PART-TIME

Maymont is a 100-acre historic estate and park, located in Richmond, Virginia, with many unique experiences for all to enjoy, including a historic mansion, The Robins Nature Center, arboretum, formal gardens, and habitats for native Virginia wildlife and farm animals. With seasonal events and programs, and space for private rentals and celebrations, over 800,000 guests enjoy Maymont yearly. Since 1975, Maymont has been maintained and operated by the nonprofit Maymont Foundation, committed to creating experiences that delight, educate and inspire its guests.

The Maymont Foundation is seeking a Guest Engagement Associate who will provide excellent customer service to guests at Maymont and respond to inquiries, in person and by phone. The associate ensures that guests have positive and consistent experiences at Maymont that delight, educate and inspire them. The associate will serve as a brand ambassador before, during and after guests' visits including incoming phone calls and on-site assistance at The Robins Nature Center and other points of interest as needed. In addition, this role supports the Maymont marketing department with other duties as assigned.

Essential Functions include:

- Engage with guests of all ages and respond to their inquiries at The Robins Nature Center and within Maymont's 100 acres professionally and efficiently to support the mission of Maymont
- Process admission fees, check-in reservations and process retail sales
- Stay informed of all Maymont experiences including exhibits, events and programs
- Promote and manage transactions related to fundraising opportunities including Membership and the Adopt an Animal campaigns
- Support other departments at Maymont, as needed
- Support organization-wide events and programs with flexibility to work nights and weekends
- Support marketing as needed with special projects and initiatives
- Other duties as assigned

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and perform other job-related duties. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship.

Core Competencies:

- Excellent customer service skills
- Ability to work weekends, 9am-5:30pm, with some weekday availability as scheduling expands
- Demonstrated ability to collaborate within and across teams
- Ability to professionally and courteously communicate both verbally and in writing
- Flexible and creative



Education and Experience:

- Customer service in retail, hospitality or similar guest-facing environment
- Basic computer competency required (MS Office, web-based software)
- Must be able to pass a pre-employment background check

Physical Demands:

- Frequent standing and walking for extended periods
- Bending, stooping and lifting up to 50 lbs.
- Ability to work inside and outside in all weather conditions
- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus

To be considered for this position, please send a cover letter and resume to: employment@maymont.org. Please include the position title in the subject line.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

EOE Maymont Foundation is committed to creating a diverse environment and is proud to be an equal opportunity employer. All applicants for employment must be authorized to work in the United States.

To keep staff safe, personal protective equipment including hand sanitizer, gloves and masks are provided as appropriate. Protocols for social distancing are in place.