



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 part-time Guest Engagement Associate. The associate ensures that guests have positive and consistent experiences at Maymont that delight, educate and inspire. The associate will serve as a brand ambassador before, during and after guests' visits and provide on-site assistance at community events, including Bier-Garden (Sept. 23–24), Garden Glow presented by Kroger (Oct. 13–Nov. 6) and Merry Market (Dec. 2–3). This position reports to the Senior Manager of Visitor Services.

Essential Functions:

- Be a first point of contact for all guests of Maymont, delivering excellent customer service, courteous communication and gracious hospitality
- Work with colleagues and volunteers to help administer guest experience operations during general admission days, programs and community events
- Provide guest support through ticketing for advance reservations and walk-ins, wayfinding, answering general questions, promoting and processing memberships, and retail sales
- Handle guests' needs by providing a professional and efficient response to inquiries, requests and concerns, in person and by phone
- Work with other staff to ensure every guest is informed and prepared for their Maymont experience
- Maintain current information on all Maymont experiences, including exhibits, events and programs, and effectively communicate offerings to guests
- Assist with other duties and tasks as assigned

Education and Experience:

- Customer service in retail, hospitality or similar guest-facing environment

Required Skills & Abilities:

- Availability to work weekday evenings and weekends, with specific availability for community event dates
- Excellent customer service skills
- Basic computer competency required (MS Office, web-based software)
- Demonstrated ability to collaborate within and across teams
- Ability to professionally and courteously communicate, both verbally and in writing
- Flexibility and creativity
- Must be able to pass a pre-employment background check

Physical Demands:

- Frequent sitting, standing, walking and talking for extended periods
- Frequent climbing, bending, stooping and lifting up to 50 pounds
- 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.

FLSA Status: Part-time, Non-exempt

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.

This position 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.

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

Maymont Foundation is committed to creating a diverse environment and is proud to be an equal opportunity employer.

To safeguard employees during the COVID-19 pandemic, personal protective equipment, including hand sanitizer, gloves and masks, are provided as appropriate. Protocols for social distancing are in place.