



GUEST EXPERIENCE AND EVENT 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 700,000 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 Experience and Event Associate to support overall guest experience and events by providing excellent customer service to Maymont guests and rental clients. The associate ensures that Maymont guests and private event clients have positive and consistent experiences that delight, educate and inspire them. The associate will serve as a brand ambassador before, during and after guests' visits.

Essential Functions include:

- 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 events
- Provide guest support through ticketing, check-in, processing retail sales, wayfinding and answering general questions
- Handle guests' needs by providing a professional and efficient response to requests and concerns, in person and by phone
- Maintain current information on all Maymont experiences, including exhibits, events and programs, and effectively communicate offerings to guests
- Provide support as the day-of event contact for various weekend events such as wedding ceremonies, receptions, corporate outings, baby showers, holiday and birthday parties
- Support organization-wide events and programs with flexibility to work nights and weekends
- Become familiar with Maymont's rules and policies and enforce proper Maymont protocol during events
- 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 weekday evenings and weekends
- Demonstrated ability to collaborate within and across teams
- Ability to professionally and courteously communicate during fast-paced and high-demand situations

Education and Experience:



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

Licenses:

- Valid VA Driver's license required

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.

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.