Posting Title: Customer Service Assistant Associate

Department: Botanical Gardens & Arboretum

Job Opening ID: 115602

Work Location: Ann Arbor Campus

How to Apply: Applicants must submit a cover letter and resume as part of the applications process. A cover letter is required for consideration for this position and should be attached as the first page of your resume. The cover letter should address your specific interest in this position and outline skills and experience that directly relate to this position and should be uploaded with the resume on the UM Jobs Career website. Applications without cover letters will be considered incomplete.

*You must apply for this position on the UM Career website at umjobs.org and in addition send your resume and cover letter to David Betz, Visitor Operations Manager, at mdbetz@umich.edu. The job posting ID number is 115602.

Job Summary: Do you love plants...and people too? Are you looking for a part-time position with a great team, working in an amazing environment?

We are looking for an enthusiastic individual to join our Visitor Services Team. Responsibilities include staffing our Front Desk, creating sales in our Garden Store and helping with events. Ability to handle multiple tasks (and people) at one time is a must. If you have a positive attitude, great customer service skills and a flexible schedule, please send resume and letter of interest to David Betz, Visitor Operations Manager at mdbetz@umich.edu.

Responsibilities

- Greet visitors
- Answer phones and appropriately direct calls
- Ask questions to determine needs
- Stay up-to-date and informed on what is happening at the Arb & Gardens
- Create sales, and operate cash registers and maintain Garden Store merchandise standards
- Maintain a welcoming, clean engaging environment in main lobby and other visitor areas
- Provide leadership to student team members to maintain standards
- Work with volunteer Ambassadors
- Perform other related job duties as visitor and organizational needs change

Required Qualifications

- Enthusiastic, welcoming attitude
- Excellent customer service with two or more years customer service, retail or similar experience
- Experience operating cash registers and handling cash
- Flexible schedule with ability to work evenings and weekends
- Ability to work in a fast-paced environment managing multiple projects at once, maintaining a positive attitude in occasionally stressful situations
- Ability to lift and move heavy boxes weighing up to 20 pounds or more.

Desired Qualifications

- Some plant knowledge and Master Gardener training a plus
- Prior experience working with volunteers

Additional Information

This is a part time position working 16 hours per week. You must be able to work a flexible schedule with some nights and weekends.
U-M EEO/AA Statement

The University of Michigan is an equal opportunity/affirmative action employer.