



Annmarie Sculpture Garden & Arts Center
Koenig Private Foundation, Inc.
13470 Dowell Road, Solomons, MD 20688

Title: Guest Services Attendant

Department: Guest Services & Gift Shop

Hourly Rate: \$15/hour; no benefits

Regular Work Schedule: 14-28 hr/week; flexible schedule, includes weekends & evenings; schedule may vary with event schedule

Job Summary: Annmarie Garden is seeking a friendly, creative, reliable, energetic, and well-organized person to work as a Gift Shop Sales Associate and as a Front Desk Attendant. Employee will perform a variety of duties in the Gift Shop and at the Front Desk, including opening and closing the building, greeting and orienting guests, assisting with sales, operating the cash register, receiving and pricing inventory, and creating displays. Person must be able to follow a variety of policies and procedures. Position requires someone with great customer service skills, who enjoy talking and interacting with guests.

Main Duties:

- Greeting and assisting visitors to the building, and assisting with their shopping needs and staying attentive to all visitors as they enter and exit the building and the gift shop;
- Following the opening and closing procedures;
- Operating the cash register and following procedures for accepting payments;
- Following the packaging procedures for specific gift items
- Carrying out assigned tasks for the day
- Maintaining positive and professional attitude with co-workers, volunteers and visitors;

Other Duties:

- Cross train at Welcome Booth
- May be asked to work special events and festivals, which will include some weekends and evenings, and indoor and outdoor work
- Performs a variety of housekeeping duties, as needed

Knowledge, Abilities and Skills:

- Ability to work comfortably and politely with general public
- Ability to assume tasks and responsibilities assigned by manager
- Ability to direct and delegate tasks to volunteers
- Possess competent writing, math and computer skills to perform daily tasks
- Must be able to answer phones, run cash register, credit card machine
- Knowledge of merchandising techniques, store display and selling methods a PLUS!

Working around art and sculpture: All staff must follow established guidelines for working around works of art and sculpture, including the indoor gallery areas and the outdoor sculpture; all staff must follow policies and procedures for working around loaned works of art as stipulated by the Smithsonian Institution and the National Gallery of Art. These guidelines apply to all Annmarie staff, as everything we do is informed by the art and sculpture that surrounds us on the property.

Special Requirements:

- Must be 18 years of age;
- Must be able to handle fragile objects;

Physical Demands:

- Requires 5-7 hours standing behind sales counter (sometimes longer during special events)
- Must be able to lift medium to heavy loads when opening boxes and arranging products;
- Requires bending to low levels to access merchandise
- Requires climbing ladders to change displays and reach merchandise, and set up for activities and events;
- Must be able to set up tables and chairs, and pop up tents during events;
- Requires breaking down merchandise packaging for recycling and disposing of it
- Requires cleaning glass counters and shelving, polishing jewelry, and vacuuming and various other janitorial tasks.

Education & Experience: high school diploma or equivalent; 1 year experience in customer service.

Computer Sills: requires good computer skills, Microsoft Word, Outlook and Excel.

Work Schedule: flexible schedule, but will include weekends, some evenings, and some special events.

Working at Annmarie: operating a 50 acre park and presenting a wide variety of programs and events requires staff members who can: stand for long periods of time, walk uneven terrain, work outside in all weather, and spend hours preparing for events and programs, as well as working them. Simply put, it is a very physical place to work. Staff must be able to set up tables and chairs, erect pop-up tents, climb ladders to hand decor and lights, and work the demanding hours of a special programs or event. It is hard, but rewarding!

Requirements: must have valid driver's license, reliable transportation; subject to background investigation and finger-printing.