



## **Job Title: Visitor Services Supervisor (Part Time)**

### **Job Description:**

Chanticleer is seeking a part-time Visitor Services Supervisor to join the Public Programs team. Reporting to the Public Programs Manager, this individual will play a key role in delivering exceptional guest experiences by supervising the day-to-day operations of our Visitor Services team, which includes part-time receptionists and tour guides.

The ideal candidate is energetic, self-motivated, and thrives in a dynamic public-facing role. This position requires strong leadership, customer service, communication, and organizational skills, along with the ability to manage multiple responsibilities in a fast-paced environment.

### **About Chanticleer:**

The Chanticleer Foundation is a non-profit organization that operates a 50-acre public garden in Wayne, Pennsylvania, USA. Chanticleer opened to the public in 1993 and welcomes over 69,000 visitors annually from April through October. The garden has over 5,500 taxa and is recognized as a leader in horticultural display, design, education, and environmental stewardship. The Chanticleer staff work in a professional, team-oriented, and smoke-free environment. Continual training and education are encouraged.

### **Primary Responsibilities:**

#### Visitor Services Supervision:

- Oversee and motivate Visitor Services staff, providing leadership to inspire a team that delivers excellent service to guests
- Regularly communicate with guests and season pass holders with focus on delivering an exceptional guest experience, serving as the point of contact for escalated guest questions
- Maintain an active on-site presence and circulate the garden to ensure safe and successful operations
- Consistently communicate operational concerns, changes, and needs within the department

#### Day-to-Day Operations Management:

- Ensure the point-of-sale system is fully operational
- Maintain reservation system that manages parking reservations
- Create seasonal schedules and daily shift schedules for staff
- Monitor parking, anticipate staffing needs in the parking lot and garden, organize staff for high-demand areas, and assist with directing parking as needed
- Ensure restrooms are tidy and report facilities issues promptly
- Provide knowledge and guidance to visitors; address and resolve visitor issues
- Maintain familiarity with safety procedures and ensure adherence
- Restock front desk with print collateral and merchandise; maintain inventory of merchandise items



- At close of shift, ensure the garden is free of visitors, buildings are alarmed, main gate is closed, and daily receipts are secured
- Complete administrative tasks including creating and updating manuals

**Additional Duties:**

- Coordinate tours and assist with programs and events
- Provide general project and administrative support to all public programs and events
- Work closely with all departments to communicate and inform Visitor Services staff and guests about garden highlights, changes, or safety concerns
- Handle accidents/incidents according to Chanticleer procedure and report to the Executive Director and managers in a timely manner
- In the absence of the Public Programs Manager and Assistant Public Programs Manager, supervise all aspects of visitor services

**Qualifications:**

- Minimum of 3 years of experience in guest services, education, hospitality, or a related field (preferably in a public garden, museum, or nonprofit setting)
- Experience with point-of-sale and reservation systems; knowledge of ACME ticketing or similar platforms is a plus
- Excellent interpersonal, communication, and organizational skills
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook, Teams)
- Able to prioritize tasks, manage time effectively, and adapt to changing circumstances
- Comfortable working independently as well as collaboratively within a team
- Commitment to guest service and safety
- Willingness to work weekends, evenings, and holidays as needed

**Schedule and Compensation:**

**Work Schedule:** Part-time, seasonal position averaging 24 hours per week during the garden's open season (March through November). Hours vary based on seasonal demand and project needs.

**Weekend/Evening Requirement:** You must be available on weekends and evenings during the open season. Expect to work approximately 25 weekend days throughout this period, including some holidays.

**Weekday Hours:** 1-2 flexible weekdays per week (6-8 hours total) for administrative tasks and project work.

**To Apply:**

Please send your resume and a letter of interest to: [submissions@chanticleergarden.org](mailto:submissions@chanticleergarden.org)



The Chanticleer Foundation is an Equal Opportunity Employer. Employment decisions are based on merit, qualifications, and abilities in order to provide equal employment and advancement opportunities to all individuals. The Chanticleer Foundation does not discriminate in employment opportunities on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, or any other characteristic protected by law.