

## CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

vacant

Work Phone: 608-246-3649

2. Class Title (i.e. payroll title):

Guest Experience Intern

3. Working Title (if any):

AASPIRE Intern

4. Name & Class of First-Line Supervisor:

Jennifer Delaney, Director of Guest Experience

Work Phone: 608-246-5807

5. Department, Division & Section:

Department of Public Works, Parks Division, Olbrich Botanical Gardens

6. Work Address:

3330 Atwood Avenue, Madison, WI 53704

7. Hours/Week:

Start time: 8:30 am      End time: 5:00pm

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

New position – currently vacant

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10. **Position Purpose:** (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

Olbrich Botanical Gardens is home to 16 acres of outdoor display gardens and a 10,000 square foot tropical conservatory. The award-winning outdoor gardens include 10 unique specialty gardens. Indoors, the tropical Bolz Conservatory exhibits an extraordinary collection of exotic plants and orchids complemented by colorful birds and koi. Olbrich is committed to a culture of sustainability and education so that everyone - including future generations - can experience and learn about the fascinating world of plants and gardens. Olbrich Botanical Gardens aspires to be a destination where all visitors, volunteers, and staff are valued and feel they belong. With conscious intent and continuous learning, Olbrich Botanical Gardens' staff, volunteers, and board will address barriers to inclusion through education, operational changes, and

partnerships with the community. Essential to the operation is the Guest Experience Team, who helps ensure all guests feel welcome at Olbrich.

Olbrich Botanical Gardens seeks a Guest Experience Intern to support guest relations to all guests visiting Olbrich Botanical Gardens. The Guest Experience Intern provides outstanding customer service to all guests on-site, over the phone, and via email. This position helps facilitate daily operations in the lobby and guest resource center.

#### **11. Position Summary:**

The Guest Experience internship offers students an opportunity to immerse themselves in the gardens and grow professionally alongside the horticulture and guest experience staff and volunteers. Interns will work directly with horticulture staff in the outdoor gardens, guest experience staff and volunteers in the Visitor Resource Center to gain practical work experience in hospitality and public horticulture. The Guest Experience intern will assist the Guest Experience Department in connecting the outside gardens to the inside visitor center space. The intern will work in the new Guest Resource Center to welcome visitors to the gardens and help connect guests to various resources and services the gardens provide. Specifically, the intern will work with both the Horticulture Team and the Guest Experience Team to help create a user friendly, searchable document of common plants found in the gardens so that guests who have questions about which plants are found in which gardens can more readily know which plants we have.

#### **12. Functions and Worker Activities:** (Do NOT include duties done on an "Out-of-Class" basis.)

##### Duties and Responsibilities:

##### 45% A. Project Development

1. Work with the Guest Experience Team and Horticultural Team to create a searchable (by name and photograph) plant inventory that will enhance the guest experience
2. Take photos of plants in the outdoor garden and organize them by garden location
3. Work with volunteers and staff to learn about commonly asked guest questions
4. Work with volunteers and staff to share information about how to search for the plant inventory

##### 50% B. General Guest Experience Duties

1. Attend and record minutes for Guest Experience and Horticulture team meetings
2. Contribute to positive guest interactions in the Visitor Center and Guest Resource Center by welcoming guests along with Volunteers and Staff
3. Provide guests with general information, assist in communicating and implementing the Gardens' etiquette policies, and direct guests to special programs and exhibits
4. Complete a weekly Guest Experience report that includes observed guest interactions
5. Explain membership levels and benefits, process new and renewing memberships/and, if necessary call on assistance to process a membership
6. Promote respectful and responsible enjoyment of the Bolz Conservatory and Olbrich Botanical Gardens.
7. Remind guests of the donation box locations.
8. Assist guests with check-out of wheelchairs and walkers.

##### 5% C. Other Duties

1. Support the garden's work in creating a welcoming environment for all guests and address barriers to inclusion through engagement in the guest resource center.

13. Primary knowledge, skills and abilities required:

- Intern should enjoy working with people and helping to solve visitor questions.
  - Intern should have interest in supporting community resources.
  - Intern should have interest in horticulture, botany, landscape architecture or related fields.
  - Intern should be able to work with different types of people (administrative and horticulture staff, visitor and garden volunteers) in a tactful and courteous manner.
  - Intern should be well organized and have the ability to understand and follow oral and written instructions.
  - Intern should be comfortable using a computer and camera
  - Intern should be able to work independently for stretches of time, following policies and procedures outlined by Olbrich Botanical Gardens.
  - Intern should be able to work in a communal work environment and commit to a regular work schedule, maintaining adequate attendance.
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14. Special tools and equipment required:

15. Required licenses and/or registration:

NA

16. Physical requirements:

This position is office based using a computer and phone. This position will also require the intern to work for short periods of time in the garden during the summer.

17. Supervision received (level and type):

Direction and supervision provided by Guest Experience Director.

18. Leadership Responsibilities:

This position: ☐ is responsible for supervisory activities (Supervisory Analysis Form attached).

☒ has no leadership responsibility.

☐ provides general leadership (please provide detail under Function Statement).

19. Employee Acknowledgment:

☐

I prepared this form and believe that it accurately describes my position.

☐

I have been provided with this description of my assignment by my supervisor.

☐

Other comments (see attached).

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EMPLOYEE

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DATE

20. Supervisor Statement:

- ☒ I have prepared this form and believe that it accurately describes this position.
- ☐ I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- ☐ I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- ☐ I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- ☐ Other comments (see attached).

\_\_\_\_\_  
SUPERVISOR

\_\_\_\_\_  
DATE

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting [cityofmadison.com/employeenet/policies-procedures/position-descriptions](http://cityofmadison.com/employeenet/policies-procedures/position-descriptions).