

**Ohme Gardens  
Ticket Office Assistant  
Job Description**

<b>Job Title:</b>	Ticket Office Assistant	<b>Status:</b>	Seasonal Temporary
<b>Department:</b>	Ohme Gardens	<b>Dates:</b>	April 14 – October 14, 2018
<b>Reports To:</b>	Garden Administrator	<b>Hours:</b>	25-35 hours/week, works weekends
<b>FLSA Status:</b>	Nonexempt		
<b>Hourly:</b>	13.00 - \$14.00/Hour		

**SUMMARY**

This position provides customer service and cashier duties at the ticket office and gift shop. Will answer phone and provide garden information and related area tourist information. Is responsible for filing, word processing, stock inventories of office and gift shop supplies, and monitoring attendance data. Helps organize gift shop and plant sales. Maintains appearance of ticket office, gift shop, brochure rack, visitor registration table, and plant sales area. Serves as direct support to the Gardens Director and will provides additional support to other staff and possibly volunteers as needed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- ! Ability to work independently, self-initiate and be able to prioritize work assigned by administrator or other staff.
- ! Have good computer skills (Windows 7, MS Word, Excel, Outlook, Publisher, internet, etc.) and experience to do electronic communications.
- ! Answer telephones and garden emails, route messages and correspond as appropriate.
- ! Ability to use typical office equipment including printers, telephone, cash register, credit card device, calculator, etc.
- ! Research and prepare reports as requested.
- ! Receipt payments and prepare daily deposits, daily gift shop inventory sold, balance bank and treasurers accounts and file documents as required.
- ! Other duties as assigned

**SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

**EDUCATION and/or EXPERIENCE**

- A. Graduation from high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting, bookkeeping, data processing. Must be proficient in Microsoft Word, Excel and Access. Publisher preferred.
- B. Working knowledge of computers and other office machines such as calculator, telephone, cash register, and computer printer.
- C. Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations and frequent interruptions.
- D. High quality organizational skills and accuracy critical to position.
- E. Excellent customer service skills.
- F. Good problem solving skills.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

None are necessary to perform the duties of this job.

### **PHYSICAL DEMANDS**

- ! Three-Fourth of time is spent sitting at desk or in front of computer.
- ! One-Fourth of time is spent standing and/or walking in order to cashier and maintain gift shop/plant display appearance.
- ! Must be able to use hands to finger, handle, feel and reach in order to operate office computers and other equipment.
- ! Must be able to stoop, kneel, or crouch in order to maintain office equipment and office setting.
- ! Must be able to speak and hear in order to use telephones and answer requests from the public.
- ! While most weights to be lifted are less than 10 pounds, must be able to lift up to 30 pounds on occasion.
- ! Must have clear vision at 20 inches or less for extensive paperwork and use of computers; must be able to identify and distinguish colors in sales of plant and gift shop items.

### **WORK ENVIRONMENT**

While performing the duties of this job, the employee is regularly required to sit and talk or hear. Work is performed mostly indoors in semi-heated and non air-conditioned environment. Some outdoor work is performed. This position is housed in a small ticket/gift shop office. The noise level in the work environment is usually moderate, depending on the office machinery being operated and/or outside operating equipment used by others.

### **COMPENSATION**

This is seasonal hourly position with minimum benefits.