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Greeter

Are you Welcoming by Nature? Become a Greeter at BRIT

As you welcome visitors to our new facility, you will be shaping first, and often lasting, impressions formed by visitors to the Botanical Research Institute of Texas (BRIT). You will be part of a team of people responsible for delivering the best visitor experience possible, the "BRIT experience!"

Greeters are needed during our standard open hours: Monday through Friday, 10am to 5pm, and Saturday, 10am to 2pm.

We are grateful for as many hours as you would like to work but require that our greeters work a 4-hour shift each day and on a fairly regular schedule (once a week, every other week, or monthly).

You will work at an information desk just inside the main entrance and are supported by staff nearby in the gift shop and elsewhere in the building. Training is provided.

Responsibilities

- Interact with visitors of all ages, adults and children
- Place the visitor first
- Provide the best quality guest service
- Notify appropriate personnel over the phone or intercom when guests arrive for a meeting
- Direct visitors to locations on the campus based on the objective of their visit
- Distribute and collect self-guided tour materials
- Distribute informational materials
- Suggest ways visitors can explore BRIT
- Suggest ways visitors can also explore other areas in the Cultural District
- Answer questions
- Anticipate questions and needs
- Notify personnel for special assistance or requests
- Represent BRIT in the best light
- Describe how BRIT and the Fort Worth Botanic Garden are different but complimentary
- Gather with the guest services team either weekly or monthly (in person or by phone) to reflect on what is going well and ways to improve the BRIT experience



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Qualities / Skills

- Warm and welcoming demeanor and presence
- Neat, clean and well-groomed appearance
- Prior guest service or customer service preferred
- Strong organizational and multi-tasking skills
- Ability to engage visitors in a friendly and welcoming manner
- Adept in ways of putting people at ease
- Always positive
- Always flexible
- Ability to read printed lists and interpret simple maps for others

Additional Requirements

Must be 16 years of age or older

Able to sit or stand at a desk for 1 hour periods

Spanish-speakers a plus

Hours of Work

Greeters are needed during BRIT's standard open hours: Monday through Friday, 10am to 5pm and Saturday, 10am to 2pm. We are grateful for as many hours as you would like to work but require that our greeters work a 4-hour shift each day and on a fairly regular schedule (once a week, every other week, or monthly).

Weekday Morning	9:30am - 1:30pm (4 hours with breaks as needed)
Weekday Afternoon	1:00pm - 5:00pm (4 hours with breaks as needed)
Saturday	10:00am - 2:00pm (4 hours with lunch and breaks as needed)

Location

Greeters will be stationed at the information desk just inside the main entrance of BRIT's new LEED building next to the Fort Worth Botanic Garden. You will look out onto the covered walkway, circle drive and down the braided pathways. Behind you will be the main stairway and floor-to-ceiling open view of the prairie landscape.

Botanical Research Institute of Texas

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