

# *Old Westbury Gardens*

Job Title: Visitor Services Associate  
Department: Visitor Services  
Reports To: Visitor Services Manager  
FLSA Status: Hourly

## POSITION SUMMARY

The Visitor Services Associate (VSA) is dually responsible for providing great visitor/customer service and security to all visitors. The VSA will also assist in set up and break down for events and programs.

## ESSENTIAL FUNCTIONS

- Ensure the safety of visitors and to ensure the security of all Gardens property.
- Contribute to the pleasant experience of visitors and to carry out their duties with a courteous and pleasant manner at all times (e.g., providing helpful answers to questions)
- Monitors visitors and alarm systems
- Report writing, ledger notations, email, conveying information
- Performs extensive patrols/inspections of Westbury House, the gardens and the grounds
- Responds to emergency situations (CPR, First Aid and AED current certifications strongly preferred)
- Assist with event setup and breakdown as well as custodial tasks

## QUALIFICATIONS

- Proficient in English
- Successful background check
- Good physical and mental health; ability to stand for at least 30 minutes and to lift at least 30lbs.
- Ability to work weekends, designated holidays, extended hours, evenings
- Must be flexible with scheduling and able to change plans on short notice (in the event of an emergency)
- Reliable means of transportation and communication (i.e., cell phone).