Guest Services and Facility Manager Job Description

Reports to: President & CEO

Function: Creates and maintains a high caliber visitor experience, while actively promoting the programs and offerings of the garden to cultivate repeat visitors, members, and donors. Manages facility services related to internal and external users, including custodial, maintenance and service providers.

Status: Exempt

Schedule: Full-time, with mandatory weekend and holiday rotation and occasional evening hours

Revision Date: September 2012

Primary Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and performs other duties as assigned.

The Guest Services and Facility Manager’s primary functions include:

- Leads the expansion of the customer services function of the Greater Des Moines Botanical Garden
- Develops and monitors the customer service and facilities departmental structure in order to accomplish annual goals, along with managing short- and long-range planning for these departments
- Leads, trains, and manages a diverse team of staff and volunteers to provide consistent and valued guest relations
- Provides customer service training to staff and volunteers in other departments who interact with the public
- Raises the Garden’s profile throughout Iowa by identifying and establishing new avenues for outreach and promotion of the Greater Des Moines Botanical Garden in order to achieve visitation and revenue goals, including advertising and marketing, media relations, and strategic partnerships
- Coordinates outreach and promotion efforts with the Education and Outreach Manager and other internal stakeholders
- Leads the admissions, group sales, garden shop, tour coordination, guest orientation experience and materials, facility rental, building security, and facility service functions
- Oversees facility services related to internal and external users, including custodial, maintenance and service providers
- Coordinates with the Horticulture Manager in overlapping service areas
- Responsible for the operational and capital department budgets, budget monitoring, strategic planning, capital projects and facility maintenance as related to guest services and facility management
- Serves as part of a cross-departmental team that creates and executes mission driven events and exhibits at the Garden
- Serves as part of a cross-departmental team that identifies, solicits, and cultivates funding sources for the Garden, including grants, individual, and corporate donors
- Manages the GDMBG website and social media outlets in coordination with the Membership and Development Manager and the Education and Outreach Manager
- Develops, maintains, and promotes positive and professional relationships with internal staff, volunteers, members, vendors, contractors, media, and the general public.
Supervisory Responsibilities

• Directly supervises the Rental and Events Coordinator, Gift Shop Manager, Events and Guest Services staff, and Housekeeping and Building Maintenance staff and/or contractors
• Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
• Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications

The requirements listed below are representative of the knowledge, skill, and/or ability required for this position.

Education and Experience
• High School diploma or equivalent, with a Bachelors degree in a business, marketing, or hospitality-related field highly preferred
• Minimum of two years experience in a management position in a guest/customer services function at a cultural attraction or in a corporate environment
• Previous experience in processing daily deposits, budget management, marketing, and hospitality services highly preferred
• Experience with point of sale and donor database software preferred

Licenses and Certifications
• Valid Drivers’ License preferred

Language Skills
• Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations written in the English language
• Ability to write reports, business correspondence, and procedure manuals
• Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public

Mathematical Skills
• Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume
• Ability to apply concepts of basic algebra and geometry
• Ability to perform these operations using units of American money and weight measurement, volume, and distance

Cognitive and Reasoning Ability
• Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
• Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit, talk, hear, and use hands to finger, handle, or feel. The employee is frequently required to walk and stand. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include color vision and depth perception.
Work Environment
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to wet and/or humid conditions. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

To apply for the position
Qualified candidates should submit a cover letter and resume to bghr@botanicalcenter.com
We are within sight of the transformation from the Des Moines Botanical Center to the Greater Des Moines Botanical Garden.

A year into the Greater Des Moines Botanical Garden’s “A New Beginning” Capital Campaign, we have raised $10.1 million towards our current goal of $11.6 million. In addition, $645,000 per year in operational support has been secured for the first 10 years from the City of Des Moines, Des Moines Water Works and Bravo Greater Des Moines.

In the past few months the design for the Botanical Garden has evolved from a Vision Plan to a robust Master Plan embracing the borrowed landscape of downtown Des Moines and the Des Moines River, while fully utilizing our 14-acre parcel of land.

The Master Plan was submitted to the City of Des Moines earlier this spring and has moved through the committee approval process, with stops at Urban Design Review, Planning and Zoning and Parks and Recreation before moving on to the City Council. The Master Plan was approved at the June 11 City Council meeting.

This gives the Greater Des Moines Botanical Garden the green light to proceed with the design development of the Phase I enhancements.

The lease with the City of Des Moines begins on January 1, 2013, and Phase I construction begins in early 2013.

Continued on back
THERE ARE NUMEROUS WAYS YOU CAN SHOW SUPPORT:

1. Make a contribution to the A New Beginning Capital Campaign, if you haven’t already. Several of our lead donors have offered a $150,000 match to encourage members and the Greater Des Moines community to donate to the campaign. Whether you contribute $50 or $10,000, these generous benefactors are ready to match your gift.

2. Share your excitement for the Greater Des Moines Botanical Garden with others in the community.

3. Visit the Botanical Center today and get a closer look at the plans for the garden and buildings.

4. Find a way to share your time and talents with the Greater Des Moines Botanical Garden. Volunteers are a key part of our organization and our ability to achieve our new mission, which is: Exploring, explaining and celebrating the world of plants.

PROJECT TIMELINE

**May 2011**  Lease agreement signed with the City of Des Moines
Greater Des Moines Botanical Garden assumes the original 501(c)(3) designation held by the Friends of the Botanical Center since 1969, and the A New Beginning $10 million capital campaign launches

**June 2011**  DuPont announces $3 million lead gift towards the campaign

**December 2011**  Stephanie Jutila, the Garden’s first president and CEO arrives in Des Moines

**February 2012**  Phase I campaign goal increases to $11.6 million to accommodate the funding received for the DuPont lecture series, a botany science lab and additional work on the existing buildings

**April 2012**  Master Plan submitted to the City of Des Moines

**June 11, 2012**  Des Moines City Council approves the Master Plan

**Summer 2012**  City of Des Moines improvements underway including: John Pat Dorrian Bike Trail relocation and enhancement from I-235 to the University Avenue Bridge, Sewer Relining and Americans with Disabilities Act (ADA) upgrades to the existing building

**Summer 2012**  Design Development for Phase I of the Master Plan

**January 1, 2013**  Lease commences with the City of Des Moines

**January 2013**  Phase I construction begins on some interior elements

**March 2013**  Robert D. Ray Drive closes from the northern end of the existing parking lot to University Avenue, the addition of the new café begins and the sculpting of the exterior landscape gets under way

**July-August 2013**  The Garden and Conservatory are closed to the public

**Autumn 2013**  The new café opens

**Late spring-summer 2014**  Phase I planting finishes and Phase I of the Master Plan is complete

PHASE I MASTER PLAN PROJECT BUDGET

<table>
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<th>Category</th>
<th>Amount</th>
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<tr>
<td>Indoor and Outdoor Solutions</td>
<td>$7,350,000</td>
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<tr>
<td>Endowment</td>
<td>$2,400,000*</td>
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<tr>
<td>Design Fees</td>
<td>$900,000</td>
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<tr>
<td>Administrative and Operational Expense</td>
<td>$650,000</td>
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<tr>
<td>Equipment and Furnishings</td>
<td>$300,000</td>
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<td>$11,600,000</td>
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*Includes DuPont gift to support an annual speaker series and gifts in support of a Botany Science lab and associated programming

PROJECT TEAM

<table>
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<th>Role</th>
<th>Organization</th>
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<tr>
<td>Landscape Architect</td>
<td>Hoerr Schaudt Landscape Architects, Chicago, Illinois</td>
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<tr>
<td>Architect</td>
<td>Simonson &amp; Associates, Des Moines, Iowa</td>
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<tr>
<td>Construction Manager</td>
<td>The Weitz Company, Des Moines, Iowa</td>
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For more information or to support the project, please contact Stephanie Jutila at 515.323.6261 or sjutila@botanicalcenter.com.
Greater Des Moines Botanical Garden, 909 Robert D. Ray Drive, Des Moines, Iowa 50316
APPLICATION FOR EMPLOYMENT

Thank you for your interest in employment with Greater Des Moines Botanical Garden. We are an equal opportunity employer and give employment and promotional consideration without regard to race, color, sex, religion, age, national origin, marital or veteran status, disability, sexual orientation, gender identity, or any other protected class as defined by local, state, or federal law. We seek applicants for employment who are qualified, dedicated, hardworking, and who seek fulfilling employment. In return Greater Des Moines Botanical Garden offers competitive income, benefits and an excellent working environment.

If you are selected for employment with Greater Des Moines Botanical Garden, you will also be hired simultaneously by Merit Resources, Inc., as your co-employer. Greater Des Moines Botanical Garden is your employer for the purposes of managing the day-to-day operations of the company and the employees; this includes responsibility for: the worksites, scheduling of work, safety, and the direction of the individual employees in their positions. Merit Resources is the co-employer for managing the administrative portion of employment, such as benefits, payroll, and workers’ compensation insurance.

Applicants seeking reasonable accommodation with the application and/or interview process should contact the hiring manager.

Applicants may be subject to a background check and drug testing. Employment is conditional based upon the results of the background and drug screenings. Applications are active for 30 days, but remain on file for one year.

PERSONAL INFORMATION

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<td>Phone Number</td>
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Are you 18 years or older? Yes ☐ No ☐

Upon employment, can you provide genuine documentation establishing your identity and employment eligibility? Yes ☐ No ☐

EMPLOYMENT DESIRED

☐ Full Time ☐ Part Time ☐ Temporary ☐ Weekdays ☐ Weekends
☐ Mornings ☐ Afternoons ☐ Evenings ☐ Dates You Can Start ☐ Nights ☐ Salary Desired

Position

Ever Applied To The Company Before? Yes ☐ No ☐

Where? When?

Refereed By

EDUCATION

Did you graduate from High School or receive an equivalent degree? ☐ Yes ☐ No

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<tr>
<th>Other Formal Education</th>
<th>NAME OF SCHOOL, CITY AND STATE</th>
<th>DATES ATTENDED</th>
<th>DEGREE OBTAINED</th>
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<td>HIGHEST LEVEL</td>
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GENERAL

List any special course, seminars, and/or training that relate to the position for which you are applying.

List any professional, trade, or civic organizations that relate to the position for which you are applying.

[Omit any organization which reflects your race, color, sex, religion, age, national origin, marital or veteran status, disability, sexual orientation, gender identity, or any other protected class as defined by local, state, or federal law.]
FORMER EMPLOYERS: List Last Three Employers, Starting With Most Recent First.
"*Indicates Required Information. These Sections Must Be Completed; "See Attached Resume" Is Not Acceptable.

1. **Dates of Employment:** From / - To / / **Name of Employer:** **Last Position Held:**
   **Employer Address:** (Street, State, Zip) Phone Number:
   **Starting Wages:** **Ending Wages:** Supervisor’s Name:
   Reason for Leaving:
   List jobs held, duties performed, skills used or learned, and advancements or promotions while you worked at this company. Also list what you liked most and least about this job.

2. **Dates of Employment:** From / - To / / **Name of Employer:** **Last Position Held:**
   **Employer Address:** (Street, State, Zip) Phone Number:
   **Starting Wages:** **Ending Wages:** Supervisor’s Name:
   Reason for Leaving:
   List jobs held, duties performed, skills used or learned, and advancements or promotions while you worked at this company. Also list what you liked most and least about this job.

3. **Dates of Employment:** From / - To / / **Name of Employer:** **Last Position Held:**
   **Employer Address:** (Street, State, Zip) Phone Number:
   **Starting Wages:** **Ending Wages:** Supervisor’s Name:
   Reason for Leaving:
   List jobs held, duties performed, skills used or learned, and advancements or promotions while you worked at this company. Also list what you liked most and least about this job.

PROFESSIONAL REFERENCES: Give The Names Of Three Non-Relative Professional References, Whom You Have Known For At Least 1 Year.

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<tr>
<th>Name</th>
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<th>Business / Relationship</th>
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ADDITIONAL INFORMATION
List any additional information you feel may be helpful to us in considering your application:
I certify that the above information is true and correct and give authorization for investigation of all statements and information contained in this application, my resume, and other documents or verbally obtained during an employment interview. I voluntarily consent to allow Greater Des Moines Botanical Garden or designated representatives of Merit Resources, Inc. or any of its representatives or agents to check my references by contacting any persons, company of governmental entity they deem to be an appropriate reference. I understand these questions may pertain to my personal or educational background, work experience, character and behavior. I understand my employment is subject to satisfactory verification of this information and agree that deliberate falsification of this document or significant omissions shall be grounds for employment consideration disqualification or dismissal from employment, if discovered at a later date.

I understand that completion of this Application for Employment does not imply or guarantee employment by Greater Des Moines Botanical Garden. All employment by Greater Des Moines Botanical Garden is at-will and as such the relationship may be terminated by either Greater Des Moines Botanical Garden or myself, at any time, with or without notice and with or without cause. I understand that company policies, procedures, practices or statements made during an interview or employment do not create an employment contract by implication or otherwise.

This application will be active for thirty days. If not contacted during that period of time, it may be necessary to complete another application to receive further employment consideration.

Applicant's Signature  Date