



## **Seasonal Guest Experience Associate**

Please put "Seasonal Guest Experience Associate" in the subject line if you are submitting your application by email.

Position type: Part-time, Seasonal

### **OVERVIEW**

As ambassadors for Newfields, Guest Experience Associates provide exceptional customer service by creating a warm, positive atmosphere; guests become inspired as they learn all Newfields has to offer. Guest Experience Associates will constantly uphold a high level of efficiency in operations and ensure the requirements of guest and hospitality standards are met.

This is a part-time seasonal position running through the 2019 spring/summer seasons for our exhibitions and programming; possibility for year-round, part-time work. During April and May, *Spring Blooms* will feature The Garden bursting into bloom across campus. From orange tulips to purple cabbages, an endless sea of color awaits as guests stroll the expansive Garden. We are searching for dynamic, social individuals to join us and help our guests enjoy as the seasons unfold.

### **Primary Responsibilities:**

*The following responsibilities describe the general nature of work for employees in this position, but this is not intended as an exclusive or all-inclusive inventory.*

- Uphold a center of excellence in customer service to all guests.
- Answer questions about programs, exhibitions, events, policies, gardens, and buildings at Newfields.
- Be knowledgeable of all membership levels and information in order to sell and renew memberships.
- Interpret and manage the needs of guests during high volume events and exhibitions.
- Work and communicate well with a dynamic group of guests.
- Assist in coordinating parking lot operations, to include directing cars while working in outside environments.
- Learn and become proficient in on-site ticketing system.
- Function with flexibility on a team with multiple roles, facets, and locations throughout the campus.
- Ensure all needed supplies are available and maintain an orderly area at each workstation.
- Balance and maintain accurate money till.

### **Required Skills:**

- Basic computer skills and a pleasant attitude when interacting with visitors.
- Ability to read and interpret general business periodicals and brochures.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.

- Ability to read a limited number of two and three syllable words and to recognize similarities and differences between words and between series of numbers.
- Clear spoken communication skills.
- Ability to apply common sense understanding to carry instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

**Education and/or Experience:**

- High School Diploma and four years prior customer service experience.

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A competitive salary is offered for all positions and a generous benefits package for full-time positions. To perform the job successfully, an individual must be able to perform each essential function satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To apply, please send your resume, cover letter and Newfields application to:

Mail: Newfields  
ATTN: Human Resources  
4000 Michigan Road  
Indianapolis, IN 46208

E-mail: [hr@discovernewfields.org](mailto:hr@discovernewfields.org)

Fax: 317-920-2655  
No phone calls, please.

**About Newfields**

Newfields offers dynamic experiences with art and nature for guests of all ages. The 152-acre cultural campus features art galleries, lush gardens, a historic home, performance spaces, a nature preserve and sculpture park. From inspiring exhibitions in the IMA Galleries, to concerts in The Toby, to a stroll through The Garden with a glass of something cold, guests are invited to interact with art and nature in exciting new ways. Newfields is home to the Indianapolis Museum of Art, among the ten largest and ten oldest general art museums in the nation; the Lilly House, a National Historic Landmark; The Garden, featuring 40 acres of contemporary and historic gardens, a working greenhouse and an orchard; and The Virginia B. Fairbanks Art & Nature Park: 100 Acres, one of the largest art and nature parks in the country. The Newfields campus extends outside of Indianapolis with Miller House and Garden in Columbus, Ind.—one of the nation's most highly regarded examples of mid-century Modernist architecture. For more information visit [discovernewfields.org](http://discovernewfields.org).

**Diversity**

Newfields recognizes that museum audiences and their interests are changing, and as Newfields transforms our audience experience, we are creating expanded, innovative opportunities to actively engage and entertain our guests. Celebrating the diversity of our donors, guests, volunteers and staff is a key part of this Newfields vision. Diversity is understanding, respecting, and valuing differences, including, but not limited to, race, color, national origin, religion, sex, sexual orientation, gender identity, protected veteran status, disability, or any other legally protected status.

Simply put, we believe our guests and donors are best served by a host team, comprised of both staff and volunteers, that reflects the diversity represented within our communities and that takes full advantage of the unique viewpoints, talents and experiences of each and every person who works here. We strive to attract and retain exceptional employees who feel comfortable in an inclusive culture that supports their ability to thrive and add their voice to the ongoing conversation.

### **Indianapolis**

Indianapolis is a city with a MSA of 2,000,000 people. More than 60% of the population is under 44 years of age and the city's racial demographic [breakdown](#) is approximately 79% White, 16% Black, 3% Asian, and 2% other, with 7% of the overall citizenry identifying as Hispanic. In [2016 Forbes](#) named Indianapolis one of the top 10 cities to live in for young professionals citing its high standard and low cost of living, while [Vogue](#) told its readers not to call Indianapolis a "Flyover City", but to go see how vibrant it is for themselves. With a host of new bars and restaurants, nationally recognized symphony, theater, cabaret, sports teams, and the [Herron School](#) of Art + Design, Newfield's hometown is a perfect place to build a career and enjoy life.