Guest Inquiry Representative

Department: Advancement          Supervisor: Development Administrative Manager
Supervises: N/A                   FLSA Salary Classification: On Call/Seasonal
Availability: Ability to work a flexible schedule, occasional extended work hours, including evenings, weekends and holidays.

General Summary: The Guest Inquiry Representative will be the liaison between the Huntsville Botanical Garden and its guests and members supporting both our Guest Services and Programming departments. This position will be responsible for answering incoming customer calls and emails in order to assist with registrations for events and online ticket purchases.

Essential Duties:
- Answer calls and respond to emails
- Handle customer inquiries both over the phone and by email
- Research required information using available resources
- Manage and resolve customer issues
- Enter new customer information into CRM system
- Update existing customer information
- Assist customers with orders when needed
- Route calls to appropriate resource
- Follow up customer calls where necessary
- Other duties as assigned

Qualifications:
- High school diploma or GED required
- Strong computer skills
- Excellent interpersonal communication skills
- High level of professionalism
- Strong problem-solving abilities

Success Factors
- Previous experience in a customer support role
- Focus and adaptability to different personality types
- Ability to multi-task, set priorities and manage time effectively
- Outgoing and friendly personality
- Familiarity with CRM systems a plus
**Physical Demands and Work Environment:** The physical demands and work environment characteristics 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 these essential functions.

Physical Demands: Requires some physical activity: limited lifting and carrying (up to 10 lbs.). Work Environment: Fast-paced office environment. Work is primarily performed indoors with an occasional outdoors work for events. Equipment: General office equipment.

Job descriptions are guidelines that attempt to characterize major duties and responsibilities of employees, and are subject to change as needs and programs change. At Huntsville Botanical Garden they are considered neither inclusive nor exclusive. It is expected that up to 20% of your duties may change annually.