



Position: **Guest Services / Volunteer Coordinator – Seasonal**

Reports To: Guest Services Director

**Job Responsibilities:**

➤ **Guest Services**

- ❖ Provide assistance in all areas of visitor contact.
- ❖ Resolve any customer service related issues that arise during park hours.
- ❖ Perform opening and closing procedures at all retail areas – Admissions, Gift Shop & Wine Center.
- ❖ Stock wine in the Gift Shop and have a general knowledge of the wines being sold.
- ❖ Lead tours of the gardens and mansion to tour groups.
- ❖ Assist in wine tastings for tour groups.
- ❖ Ensure that all paid employees receive lunch breaks.
- ❖ Fill in any shift on property in which a volunteer is unable to fill – admissions, docent, gift shop, wine tasting, tram driving. Work with Guest Services Director to determine biggest need when there are multiple openings.
- ❖ Assist in housekeeping duties throughout the site. Make sure that all areas in direct view of the public are kept clean.
- ❖ Assist the Events Manager in event/wedding set-up.
- ❖ Opening and closing the Mansion each shift. This includes locking and unlocking doors, turning lights on and off and making sure cushions are placed and removed from the chairs on veranda.

➤ **Volunteer Coordinator**

- ❖ Coordinates all volunteer activities as a liaison between volunteers and Managers. This will be done using a portal to post and schedule all volunteer opportunities.
- ❖ Send all necessary paperwork to NY State Parks.
- ❖ Create a strong relationship with all volunteers. Relay any questions or concerns to the Guest Services Director.
- ❖ Coordinate training for all volunteers that are new to a volunteer activity.
- ❖ Make sure that all volunteer activities are filled on a weekly basis. This will include calling and reaching out to fill open positions.

**Requirements:**

- ❖ Detail oriented and excellent organization/coordination abilities.
- ❖ Able to multi-task and prioritize in a fast-paced work environment.
- ❖ Able to lift and carry at least 25 lbs.
- ❖ Able to work on your feet for lengthy periods of time, sometimes in poor weather conditions.
- ❖ Maintain a positive and professional demeanor.

Please send any questions and resume to [business@sonnenberg.org](mailto:business@sonnenberg.org)

Seasonal date of position: April 15, 2023 – October 31, 2023  
Wages are \$15.50/hour – 40 hours/week