

Julian Farm and Orchard

Guest Services Job Description

Join the dedicated team at Julian Farm and Orchard!

We are seeking reliable individuals to work our agritourism guest services operation for our fall Harvest Fest event.

This role is perfect for those looking for temporary work who love a dynamic outdoor environment and are committed to delivering exceptional customer service.

You'll work under the direction of the company general manager, assistant manager, and owners to ensure every guest has a memorable farm experience.

Compensation and Pay:

Paid hourly via a time clock system with standard payroll deductions.

Working Conditions:

Applicants must be willing to work in an outdoor farm environment.

Time Commitment:

- August 8th-14th: Onboarding and time off requests between August 15th and November 9th due by August 14th.
- August 15th – 17th: Required Training
- August 16th – September 7th: Harvest Fest Set Up, shifts available on a first claim basis.
- September 12th - November 9th: **All employees are required to work on Saturdays and Sundays during our peak Harvest Fest season.** Additional weekday shifts will be available on a first-claim basis.

Skills and Qualifications:

- **Reliability & Punctuality:** Dependable attendance and promptness for all scheduled shifts, especially crucial during peak seasons and weekends.

- **Customer Service Skills:** A genuine desire to help and serve guests, with a friendly, welcoming, and patient demeanor. Ability to handle inquiries, provide information, and resolve concerns effectively.
- **Teamwork & Adaptability:** A collaborative spirit to work effectively with colleagues. Open to developing new skills and embracing diverse tasks. Training will be provided! Willing and able to perform various roles and assist with different tasks as needed to support the diverse needs of Julian Farm and Orchard.
- **Strong Communication Skills:** Clear and professional verbal communication for interacting with diverse guests (families, school groups, individuals) and team members.
- **Positive Attitude:** A consistently upbeat outlook and a commitment to maintaining a professional and family-friendly image as a representative of the farm.
- **Problem-Solving & Common Sense:** The aptitude to think quickly, address minor issues independently, and make sound judgments in a dynamic environment.
- **Technology Comfort:** Comfortable with using smart devices, including point-of-sale (POS) systems for transactions and scheduling.
- **Physical Stamina & Outdoor Comfort:** Ability to stand for extended periods, perform light physical tasks, lifting, and work comfortably in an outdoor farm environment, including varying weather conditions and uneven terrain.
- **Prior Experience:** While not always mandatory, previous experience in customer service, retail, or a similar setting can be beneficial.

Examples of Duties:

- **Field Trips:** Assisting with tours and educational demonstrations.
- **Ticket Booth:** Welcoming guests and managing admissions.
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- **Farm Activity Stations:** Operating various stations like the Hayride, Petting Zoo, or U-Pick Attendant.
- **Parking Lot:** Directing Traffic
- **Pumpkin Operations:** Assisting with unloading, pricing, displaying, and selling pumpkins during the fall season.
- **Farm Setup & Close Down:** Helping with seasonal opening/closing tasks as well as daily operation opening/closing tasks.
- **Customer Service:** Greet guests warmly, take orders accurately, answer questions about menu items, and ensure a friendly and efficient experience.

- **Cash Handling & POS:** Accurately handle cash and process credit card payments using our point-of-sale (POS) system.
- **Setup & Breakdown:** Assist with the daily setup and breakdown of the farm.
- **Problem-Solving:** Handle minor guest concerns or operational issues efficiently and politely.