

ELIZABETH F.
GAMBLE GARDEN
HISTORIC HOME & GARDEN

JOB DESCRIPTION

Job Title: Receptionist
Reports To: Office Manager
Location: Elizabeth F. Gamble Garden, 1431 Waverley St., Palo Alto, CA 94301
Schedule: Part-time, Non-Exempt, 20-25 hours/week
Flexible schedule between 9 am-2 pm, 4-5 days/week
Compensation: \$22 - \$27 per hour

About Gamble Garden

Elizabeth F. Gamble Garden is a 501(c)(3) non-profit historic home and 2.5-acre public garden in Old Palo Alto. Our mission is to maintain and enhance the property as a community resource for horticultural education, inspiration, and enjoyment. Gamble Garden offers free access to its garden, a robust volunteer program and calendar of activities, and rental opportunities for the community. The organization celebrates its 40th anniversary in 2025, and we have a significant capital improvement project on the horizon.

Position Summary

Gamble Garden seeks a friendly, organized, and resourceful Receptionist to be the first point of contact for visitors, callers, and email inquiries. This role ensures smooth day-to-day operations, providing excellent customer service to members, donors, and volunteers and coordinating with staff. The Receptionist plays a vital role in creating a welcoming and efficient environment for all who interact with our organization.

Key Responsibilities

Front Desk Operations:

- Answer and direct telephone, in-person, and email inquiries promptly and professionally.
- Provide accurate information about the organization's programs, events, and services.
- Redirect calls and inquiries to appropriate staff members as needed.
- Provide building access to vendors, volunteers, and the general public, as needed.
- Process USPS mail.

Donor Support:

- Assist donors by receiving and cataloging donations.
- Issue receipts for donations and ensure proper documentation is completed.

Volunteer Support:

- Help volunteers with photocopying, printing, scheduling, and accessing supplies from storage areas.

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- Serve as a resource for volunteers, assisting to facilitate their tasks.

Administrative Assistance:

- Maintain a clean and organized office and Gamble House environment.
- Monitor office supplies and report any shortages to the Office Manager.
- Assist with general office tasks such as filing, data entry, and light correspondence.

Collaboration:

- Work closely with the Office Manager to address any operational needs.
- Act as a liaison between visitors, staff, and volunteers to ensure smooth communication and operations.

Qualifications

- Experience: Prior experience in a receptionist or administrative role is preferred.
- Strong verbal and written communication skills.
- Proficient with basic office technology, including photocopiers, printers, and email platforms.
- Excellent organizational and multitasking abilities.
- Friendly and approachable demeanor with a strong customer service orientation.
- Physical Requirements: Ability to lift up to 25 pounds to assist with moving supplies and accessing storage areas.
- Other Requirements: Familiarity with Gamble Garden's mission, programs, or general work area is a plus.

Key Competencies

- Attention to detail and accuracy in handling inquiries and documentation.
- Ability to work independently and collaboratively in a dynamic environment.
- Proactive problem-solving skills with a willingness to go above and beyond to assist.

To Apply:

Please send your resume and cover letter to jobs@gamblegarden.org with "Receptionist Candidate" in the subject line. Applications will be reviewed on a rolling basis until the position is filled.

Gamble Garden is an Equal Opportunity Employer and does not discriminate based on race, color, religion, sex, national origin, age, disability, veteran status, or any other protected status under applicable laws.