

Visitor Services Associate- Lightscape (Seasonal)

Our mission: We garden to create, share, and apply plant wisdom in our world.

Job Summary

The seasonal part-time Visitor Services Associate assists with Admissions, Gift Shop, guest service calls / emails, and operations at the Garden with a focus on SDBG's holiday event, Lightscape. Lightscape is an internationally-acclaimed outdoor winter light show featured at San Diego Botanic Garden, November 17 - early January. Lightscape has sold-out in the world's largest cities and will now illuminate San Diego Botanic Garden with more than one million lights, tunnels, fire, sculptures and artistic installations that come to life after dark!

The ideal candidate enjoys greeting and engaging with the public, is expected to provide an exceptionally high level of service to the Garden's visitors and takes joy in holiday festivities. This is a seasonal part-time, non-exempt position that requires working on weekends, evenings, and holidays. The Visitor Services Associate reports directly to the Visitor Services Supervisor. The hourly rate of pay is \$16.50/hour for roughly 20 hours a week. Availability is required from mid-late September 2023 through early January, 2024.

Essential Functions

- Greet and track all visitors to the Garden through Tessitura Point of Sale
- Process Lightscape visitors once the light show opens, November - January
- Place signage for meetings, events, and wayfinding
- Assist visitors with situations as they arise, problem solve
- Be the point of contact for Lightscape ticketing, entry, answering calls & emails
- Inform visitors of, and encourage compliance with, Garden policies
- Support the operations of the Welcome Center and Gift Shop: This includes greeting and interacting with the public, answering phones & emails, guiding volunteers, ticketing and handling cash banks
- Promote and process Garden memberships; be an Ambassador of the Garden
- Troubleshoot basic computer issues, such as glitches with POS software, Square, Windows 10, IOS, or network and Bluetooth connectivity
- Operate a golf cart to shuttle materials or guests
- Evenings, **holidays** and Friday, Saturday & Sunday shifts required

Competencies

- Strong customer service background, experience working with volunteers preferred
- Ability to balance multiple ongoing tasks and reprioritize as necessary
- Attention to detail in performing financial transactions
- Perform well under stressful situations with high volume of visitors
- Excellent interpersonal, communication, organizational and customer service skills
- Comfortable using and troubleshooting various POS software, Square, Windows 10, IOS, Microsoft Office, and Gmail

Bonus

- Love of plants and conservation



JOB POSTING

- Non-Profit Experience

Work Environment

- Primarily outdoor work
- Fast paced, high visitor demand environment
- Lightscape will run from November 18 – January 1
- Lightscape shifts will be primarily evening shifts from 4pm-9:30pm with some daytime hours for call center coverage.
- Call center coverage & training will be during daytime hours starting as early as 11am.

Other Duties

Perform other duties or special projects as assigned.

Physical Requirements

- Must be able to stand for long periods of time
- Ability to work outdoors in various weather conditions
- Ability to perform light physical work including helping set-up traffic cones and signage
- Ability to lift up to 30 lbs.

Additional Requirements

- Possess a valid driver's license
- Pass a background check

SDBG Diversity Statement

San Diego Botanic Garden is committed to creating, maintaining and growing a welcoming and inclusive environment. Just as our natural world relies on plant diversity, we believe that cultivating diversity amongst our staff and volunteers contributes to a flourishing Garden. We are dedicated to ongoing conversations as we celebrate and support the unique attributes of all people.