

Visitor Services Associate (Part-time)

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

Job Summary

The Visitor Services Associate is responsible for ensuring a positive and memorable experience for all guests to the Garden. This position is responsible for providing excellent customer service to daily visitors at the Welcome Center performing various administrative tasks to ensure positive, high quality guest experiences. This role enjoys greeting and engaging with the public, and is expected to provide an exceptionally high level of service to the Garden's visitors.

This is a Part-time non-exempt position that requires working on weekends, some holidays and evenings. The Visitor Services Associate reports directly to the Visitor Services Supervisor.

Essential Requirements

- Knowledge of best practices concerning diversity, equity, accessibility and inclusion.
- Knowledge in the use of phones, radios, tech equipment and troubleshoot basic computer issues (WiFi and software).
- Certified in First Aid and CPR and be ready to handle 911 situations and other safety protocols.
- **Work a flexible schedule including evenings, weekends and holidays.**

Compensation

- **Salary: \$ 20/hr.**
- **Part-time/ hourly non-exempt / On-site**
- Benefits:
 - Employee Assistance Program
 - Employee discount
 - Paid vacation & sick time off
 - 10 paid holidays + paid birthday off
 - Garden Family Membership for employee + 3 additional adults/children

Essential Functions

- Welcome visitors and provide information about the Garden and its attractions.
- Process ticket sales and memberships, handle cash transactions, and provide excellent customer service.

- Report garden facilities and operations information to various departments as needed.
- Address visitor inquiries and concerns in person, over the phone, or via email and direct them to appropriate staff members.
- Perform opening and closing procedures to ensure the Garden is ready for visitors.
- Monitor visitor capacity, garden grounds, and parking lots to maintain a safe and pleasant experience for all visitors.
- Support the activities of the gift shop, including plant shop management, watering the plants for sale, assisting with inventory and sales.
- Assist with events, education programs, vendors, weddings, and photoshoots as needed.
- Support the volunteer program, including updating the volunteer coordinator and providing assistance to volunteers.
- Assist with administrative tasks, such as regular reporting, updating management about pressing concerns, onboarding new staff, and completing required training and meetings.

Skills & Abilities

- Perform well under stressful situations.
- Ability to balance multiple ongoing tasks and reprioritize as necessary.
- Excellent interpersonal, communication, organizational and customer service skills.
- Ability to work shifts independently, frequently with one volunteer to assist.
- Attention to detail in performing financial transactions and tracking demographics .

Education and Experience

- Experience driving electric shuttle carts is preferred.
- Non-Profit Experience is preferred.

Work Environment

- Indoor and outdoor work.

Physical Requirements

- Ability to perform light physical work including helping set-up traffic cones and signage.
- Ability to lift up to 30 lbs.



JOB POSTING

Other Duties

- As assigned
- The Visitor Services Associate is expected to continually increase their knowledge of the Garden, our constituents and our community.

Additional requirements

- Must possess a valid driver's license
- Must pass a background check

SDBG Diversity Statement

San Diego Botanic Garden is committed to create, maintain and grow 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.