

## **Guest Services Associate - Lightscape (Seasonal)**

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

### Job Summary

The seasonal part-time Guest Services Associate assists with Admissions, guest service 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 - 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 Guests and takes joy in holiday festivities. This is a seasonal part-time, non-exempt position that requires working on weekends, evenings, and holidays. The Guest Services Associate reports directly to the Guest Services Supervisor.

Shifts are generally 4PM - 9:30PM on days the event is operating.

### Essential Requirements

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

### Compensation

- **Salary: \$20/ hr.**
- **Seasonal/Part- time/ hourly non-exempt / On-site (Encinitas, CA)**
- Benefits:
  - Employee Assistance Program
  - 1 Year Garden Membership

### Essential Functions

- Greet and track all Guests to the Garden through Fever Point of Sale/Box Office.
- Process Lightscape Guests once the light show opens, November - January.

- Place needed entry area signage for policies and wayfinding.
- Assist Guests with situations as they arise, problem solve.
- Be the point of contact for Lightscape ticketing and entry needs.
- Inform Guests of, and encourage compliance with, Garden policies.
- Be an Ambassador of the Garden.

### Education and Experience

- High School Diploma
- Experience working with volunteers is preferred.
- Love of plants and conservation.
- Non-Profit Experience.
- Experience with high volume events
- Fever Ticketing

### Work Environment

- Primarily outdoor work
- Fast paced, high visitor demand environment
- Lightscape will run from November 13 – January 4
- Lightscape shifts will be primarily evening shifts from 4pm-9:30pm with some daytime hours for call support.
- Possess a valid driver's license
- Pass a background check

### 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.

### Other Duties

- As assigned based on business needs.

### 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.