

## Guest Services Lead - 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 Lead assists with Admissions, Guest Services support/inquiries 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 engaging with the public, is experienced in team leadership, customer service/conflict resolution, and high volume events. This role requires a flexible mindset and willingness to troubleshoot. This position is expected to provide an exceptionally high level of service to the Garden's visitors. This role supervises our seasonal guest services associate team who will be manning 2-3 entry gates on event evenings and supporting our closing team including Janitorial.

This is a seasonal part-time, non-exempt position that requires working on weekends, evenings, and holidays. The Guest Services Lead reports directly to the Guest Services Supervisor.

Shift hours will typically be 3:30PM-11PM on a rotating shift.

### Essential Requirements

- Strong customer service background.
- Comfortable using and troubleshooting various POS software, Square, Windows 11, IOS, Microsoft Office, and Gmail.
- Experience with high volume events.
- 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 visitors.
- Excellent interpersonal, communication, organizational and customer service skills.

### Compensation

- **Salary: \$22/ 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 visitors to the Garden through Fever Point of Sale/Box Office.
- Assist with entry table/gate set up, allocating entry supplies, and needed signage placement
- Leads the Seasonal Guest Services Associate team, ensuring each gate team is operating successfully and has what they need for the evening.
- Act as a liaison between the Guest Services Team and the Lightscape Team to ensure smooth operations and clear radio communication.
- Process Lightscape visitors once the light show opens, November 13th- January 4th.
- Assist visitors with situations as they arise, and collaborate with needed team members to troubleshoot Guest Services needs. Including but not limited to ticketing needs, wayfinding, emergency situation support, and technological troubleshooting (box office tablets, scanners, PCs) .
- Be the point of contact for Lightscape ticketing and Guest Services operations during the evening hours of the event
- Inform visitors of, and encourage compliance with, Garden policies.
- Support event closing procedures; Coordinate and participate with closing team and operations at closing, signage removal, and entry gate supplies/radio return, and locking up.
- Activities will include use of golf carts, must have a valid drivers license.
- All staff are expected to be Ambassadors of the Garden, this absolutely includes our Seasonal team members.

### Education and Experience

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

### Work Environment

- Primarily outdoor work
- Fast paced, high visitor demand environment
- Lightscape will run from November 13– January 4th
- Lightscape Lead shifts will be primarily evening shifts from 3:30 pm-11:00pm.
- Possess a valid driver's license
- Pass a background check



## **JOB POSTING**

### 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.