

## Guest Services & Membership Associate

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

### Job Summary

The Guest Services & Membership 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 guests 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 a Friday – Sunday schedule and some holidays and evenings. The Guest Services Associate reports directly to the Guest Services and Membership 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 (Wi-Fi and software).
- Certified in First Aid and CPR and be ready to handle 911 situations and other safety protocols.
- Ability to perform well under stressful situations and balance multiple ongoing tasks and reprioritize as necessary
- Excellent interpersonal communication, organizational, and customer service skills
- Attention to detail in performing financial transactions, tracking demographics, data entry and processing.
- Ability to work shifts independently, frequently with one volunteer to assist
- Work a flexible schedule including evenings, weekends and holidays

### Compensation

- **Salary: \$20/ hr.**
- **Part- time/ hourly non-exempt / On-site (Encinitas, CA)**
- 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 and provide excellent customer service.
- Process ticket sales and memberships in the Garden CRM Tessitura.
- Report Garden facilities and operations information to various departments as needed.



## JOB POSTING

- 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.
- 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.

### Education and Experience

- High School Diploma

### Work Environment

- Work a flexible schedule including evenings, weekends and holidays.
- Indoor and outdoor work.
- Must possess a valid driver's license
- Pass a background check.

### Physical Requirements

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

### 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.*