



Visitor Services Associate

The mission of the San Diego Botanic Garden is to inspire people of all ages to connect with plants and nature.

Job Summary

The Visitor Services Associate assists with Admissions and Gift Shop operations at the Garden. The ideal candidate 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 full-time non-exempt position that requires working on weekends, some holidays and occasional evenings. The Visitor Services Associate reports directly to the Visitor Services Manager. The hourly rate of pay is \$16.00

Essential Functions

- Create and place signage for meetings, events, and wayfinding as needed
- Assist visitors with situations as they arise, problem solve
- Be the point of contact for daily Garden activities
- Inform visitors of, and encourage compliance with, Garden policies
- Support the day-to-day operations of the Welcome Center and Gift Shop: This includes managing volunteers, greeting and interacting with the public, answering phones, ticketing and handling cash banks
- Track the daily event and meeting schedule through Google Calendar, and be prepared to answer questions on both topics
- Greet and track all visitors to the Garden through Doubleknot Point of Sale
- Promote and process Garden memberships; be an Ambassador of the Garden
- Troubleshoot basic computer issues, such as glitches with POS, Windows 10, IOS, or network and Bluetooth connectivity
- Operate a golf cart to shuttle materials or guests
- Saturday and Sunday shifts required

Competencies

- Strong customer service background, experience working with volunteers preferred
- Perform well under stressful situations
- Comfortable using and troubleshooting various POS software, GSuite, Windows 10, IOS, and Microsoft Office
- Ability to balance multiple ongoing tasks and reprioritize as necessary
- Excellent interpersonal, communication, organizational and customer service skills
- Ability to work shifts mostly alone, frequently with one volunteer to assist

- Attention to detail in performing financial transactions and tracking demographics

Bonus

- Love of plants and conservation
- Raisers Edge Knowledge
- Non-Profit Experience

Work Environment

- Frequently the sole staff member in the Admissions booth
- Indoor and occasional 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.

Other Duties

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

To apply, please submit your résumé to hr@sdbgarden.org.