



**POSITION TITLE:**

Visitor Experience Associate

**REPORTING RELATIONSHIP:**

Reports to the Manager, Membership and Visitor Services

**SUMMARY DESCRIPTION OF POSITION:**

The Visitor Experience Associate serves as the first point of contact for all Garden visitors, and therefore plays a critical role in the success of South Coast Botanic Garden (SCBG). The Visitor Experience Associate has responsibility for providing positive engagement whenever possible -- whether processing financial transactions in our ticket window, answering telephone and email inquiries, or providing inspirational moments in the role of a tour guide, workshop facilitator, greeter or outreach presenter.

The Visitor Experience Associate will present the tools, enthusiasm and information necessary for a positive, safe and memorable guest experience. The Visitor Experience Associate will interact with a broad range of people daily, including garden visitors, special event guests, professional vendors, SCBG donors, venue rental clients, and more. In addition to making all guests feel welcome and valued; this position is accountable for processing admissions, selling and fulfilling memberships, booking event tickets, class registrations, and accepting donations.

The Visitor Experience Associate is expected to maintain a high level of courtesy and professionalism with both visitors and fellow team members. The ideal candidate is a team player who is service-oriented, has a strong attention to detail, exceptional interpersonal skills, and takes pride in providing a memorable and safe visit for every guest. The position offers an opportunity to work alongside a group of professional, hard-working dedicated people who are all empowered to do whatever it takes to deliver an extraordinary visitor experience.

**RESPONSIBILITIES AND DUTIES:**

***Essential Functions***

- Create a welcoming and warm experience for all SCBG visitors
- Inspire guests to have an excellent visit
- Upsell membership to visitors
- Encourage membership renewals and upgrades to current members and meet daily sales goals
- Open and close the Visitor Services Center, close and secure office at end of day
- Make announcements on the Garden intercom
- Provide effective customer service in-person and over the phone
- Answer inbound telephone calls and emails and provides customer service
- Generate interest in SCBG's offerings by effectively explaining them to visitors
- Suggest events, programs, and membership offerings to visitors, based on their interests
- Demonstrate a well-rounded understanding of SCBG's mission
- Partner with facilities staff and events staff to deliver an exceptional visitor experience
- Lead guided tours when assigned
- Assist with creative, hands on activities and workshops to engage guests
- Assist with class sign ups and registration

- Assist customers with ticket exchanges and/or returns
- Use creative problem solving when responding to guest concerns. Resolve customer services issues and/or elevate them to Management when appropriate
- For membership program, ensure visitor data is entered into database in a consistent and timely fashion
- Reconcile cash/checks and charges with ticket sales daily
- Meet personal/team sales targets for membership and donations
- Handle confidential media/information with discretion
- Perform administrative tasks
- Treat all SCBG employees and visitors with respect and contribute to a positive work environment
- Be a positive advocate for the SCBG's community and employee culture
- Other duties as assigned

**EQUIPMENT USED:**

- Point of Sales system, such as ACME ticketing and ALTRU ticketing, credit card processing machine, phone, calculator, copier, computer, fax machine, printer, hand-held (two-way) radio.

**PHYSICAL DEMANDS:**

- Ability to work outdoors, in all weather conditions, as needed.
- Extended periods of time standing outdoors, with or without accommodation.
- Ability to be "on-stage" during work hours, by presenting a positive and pleasant atmosphere for guests
- This position occasionally requires lifting of up to 15 pounds

**QUALIFICATIONS:**

- BA/BS or equivalent preferred
- Two years retail experience or working in a public garden, museum or relevant attraction
- Cash handling/cash register experience
- Customer service experience
- An approachable, friendly, enthusiastic personality
- Reliable attendance
- Excellent verbal, written and interpersonal communications skills
- Ability to work with diverse cultures, backgrounds, and personalities
- Must be able to work a flexible schedule, including nights, holidays and weekends
- Must be able to handle simple calculations and money transactions
- Must be self-motivated, have a good sense of humor, focus and a strong work ethic
- Good working knowledge of computers and familiarity with general office technology
- Basic knowledge of Word and Excel necessary
- Bilingual in Spanish and English preferred, but not required
- Presents in a neat, clean and well-dressed manner appropriate for customer-facing service

This is a temporary, non-exempt part-time position at this time. Candidates must be available to work evenings, weekends, and holidays, depending on the needs of the organization.

To be considered please send the following to [Katelyn@southcoastbotanicgarden.org](mailto:Katelyn@southcoastbotanicgarden.org) by November 10, 2020:

- **Resume**
- **Cover letter**

**Incomplete submissions will not be considered.**