



JOB ANNOUNCEMENT
Lead Ranger (Internal Applicants Only)

South Coast Botanic Garden, an 87-acre urban oasis in Palos Verdes, CA, is at a tipping point toward significant success, with the recent unveiling of a stunning new \$4 million Rose Garden, a show-stopping 400 square foot Living Wall, and the arrival of Hide and Seek, a long-term exhibition of eight remarkable large-scale works of fine art sculpture. There is even more excitement to come, with a long-range Vision Plan that will reimagine the entire guest experience, including the creation of a 3.5 acre Children's Garden and a 17-acre Water Garden to be unveiled in the coming years. There's never been a better time to join this dynamic team.

POSITION TITLE:

Lead Ranger

REPORTING RELATIONSHIP:

Reports to Manager of Safety and Security

JOB SUMMARY:

The South Coast Botanic Garden Foundation (SCBGF), a non-profit organization, is a large Garden with a multi-faceted mission: conservation, sustainability, education and a beautiful exhibition of plants that highlight coastal California at its finest. The Ranger Department ensures the safety and security of the Garden's collections, guests and staff. Under the direction of the Safety and Security Manager, this position assists with the coordination and supervision of the Ranger team.

RESPONSIBILITIES:

- Provide a safe experience for the guests and a level of onsite security for the parking area and other public spaces within the 87 acres of the property.
- Help supervise the day-to-day Garden Ranger Department operations in the absence of the Manager.
- Evaluate the work performance of Rangers and make recommendations regarding assignments to the Manager.
- Help coordinate and/or conduct Ranger-specific on-the-job training and annual refresher trainings for Ranger Department.
- Oversee and organize all reports, logs and pass downs generated by and from the Ranger Department.
- Greet, help orient and assist the guests in a customer-service focused manner.
- Serve as a lead during any emergency involving injuries, parking lot break-ins or property/asset damage, and ensures that the proper documentation is completed and appropriate staff are notified.
- Evaluate conditions of the parking area, grounds and public areas and report any conditions or actions to the Safety and Security Manager that might result in liability or damage.
- Perform first responder duties in connection with minor injuries, grounds infractions and guest emergencies and escalate appropriately.
- Serve as a secondary monitor for events, programs and classes to make sure that South Coast Botanic Garden's assets are protected and security is maintained before, during and after an event.
- Provide exceptional guest service while working with the public, gain knowledge of the grounds, flora and fauna, and have the initiative to find answers to guests' questions.

- Duties include patrolling the grounds and responsibility for the maintenance and upkeep of the vehicles assigned.
- Responsible for setting and striking signage, pathway closures and ensuring the integrity of the installations and guest safety each day.
- Maintain a positive, proactive, solution-oriented demeanor when responding to or serving clients, members, colleagues and guests.
- Ensure all policies and procedures of the South Coast Botanic Garden are adhered to.
- File reports and follow opening and closing operating procedures.
- Perform other duties as requested by management.

REQUIREMENTS:

- Ability to prioritize high-level responsibilities and work with little supervision.
- Self-motivated, organized and adaptable.
- Ability to work with a diverse group of people and meet the needs of internal and external customers.
- Ability to make quick judgment calls and respond to emergency situations in a calm manner.
- Strong customer service ethic and high expectations for quality service delivery.
- Displays a pleasant, respectful and customer-forward demeanor.
- Ability to accomplish projects and work daily with little supervision.
- Ability to work as a team player.
- Ability to assess situations quickly, make decisions and exercise good judgment in everyday or emergency situations.
- Refer problematic issues to the Manager and make effective recommendations.
- Respond to calls for assistance.
- Respond, investigate and report all incidents in field.
- Frequent driving of the golf cart and walking, which may be required for long periods of time and may involve hiking and walking up incline and uneven terrain.
- Will be exposed to inclement weather or be required to work in environments or under conditions that require the use of protective gear and devices and/or awareness of personal safety and safety of others.

QUALIFICATIONS:

- Must be currently employed by South Coast Botanic Garden Foundation
- Current Ranger preferred

Position can be full-time or part-time, non-exempt. Daily schedule varies and includes weekdays, weekends, evenings and holidays on an as needed basis. Pay ranges from \$20 - \$21/hour DOE. Please submit your cover letter and resume to francisco@southcoastbotanicgarden.org to apply.