



JOB ANNOUNCEMENT
Operations Specialist

South Coast Botanic Garden has thrived in the past couple of years as a destination for visitors to rediscover the rejuvenating powers of nature. Determined to provide access to nature to the widest possible audience, the Garden has expanded its services and hosted more visitors than ever before through the launch of nighttime light experiences and the SOAR butterfly pavilion. With the unveiling of the stunning Bohannon Rose Garden, a show-stopping 400-square foot Living Wall, and the arrival of Hide and Seek, a long-term exhibit of eight remarkable largescale works of fine art sculpture, the Garden has significantly elevated its presentation of ornamental horticulture. 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 and Family Garden scheduled for completion in 2023. There's never been a better time to join this dynamic team.

POSITION TITLE

Operations Specialist

REPORTING RELATIONSHIP:

Reports to Senior Director of Operations

JOB SUMMARY:

The role of the Operations Specialist is to support the Operations Department by creating and executing comprehensive processes related with Exhibits, Safety and Security, Horticulture and Volunteers. The Operations Specialist will be responsible for helping implement and organize short and long term projects for the Garden.

RESPONSIBILITIES:

- Work with the Senior Director of Operations to implement garden projects consisting of but not limited to, traveling exhibits, permanent plant exhibits, garden maintenance, capital projects, and seasonal exhibits.
- Schedule deliveries, procurement, and reservations for the Operations Department.
- Plan and implement operational projects.
- Oversee supply and contract procurement processes.
- Communicate efficiently and effectively across various departments.
- Follow safety guidelines to ensure a safe working environment and consistently demonstrate safe work conduct.
- Work to ensure the highest quality and safety of guest experience interacting with guests, volunteers, and staff demonstrating strong customer service skills.

REQUIREMENTS:

- One or more years' experience coordinating, creating, and facilitating for a non-profit or corporate organization or in a related-capacity
- One to three years' experience in customer service
- One to three years' experience in building and scheduling comprehensive operational calendars
- Eager to grow, build and learn new processes
- Must act with integrity and possess the ability to carry oneself in a professional manner and decorum especially in high stress or high-pressure situations
- Ability to analyze data related to a specific program or function for future improvements
- Must be able to meet deadlines within fast-paced working environments
- Dedication to inclusion and diversity principles and core values

QUALIFICATIONS:

- Experience and dedication to providing a welcoming experience when engaging with the public of all ages and backgrounds (Multigenerational and Multicultural groups and individuals).
- Associate or bachelor's degree preferred or equivalent experience working in education, interpretation, museum studies, curation, science, communication, or in similar fields preferred.
- Ability to work successfully as a team player- Demonstrate ability to work with others on teams, across an organization and external audiences; and ability to collaborate effectively with all levels within an organization.
- Excellent written and verbal skills. Strong communication with an interest in building public speaking skills; must be able to communicate clearly on written documents.
- Intermediate knowledge of Microsoft Word, Excel, and Google or similar programs preferred .
- Ability to stand, walk, and bend. Ability to work outside for consecutive hours at a time, ability to lift 20lbs+ occasionally.
- A valid driver's license or the ability to utilize an alternative method of transportation needed to carry out job-related essential functions.
- Must be able to work weekends, evenings, and holidays in an indoor and outdoor environment in various weather conditions

Position is full-time, non-exempt. Pay rate ranges from \$19-\$21/hour DOE. Must be available weekdays and weekends, some evenings, some holidays. Please submit your resume to katryn@southcoastbotanicgarden.org to apply.