



JOB ANNOUNCEMENT
Ranger

South Coast Botanic Garden, an 87-acre urban oasis in Palos Verdes, CA, has provided visitors with the opportunity to enjoy the recent addition of the Dorothy and John Bohannon 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:

Ranger

REPORTING RELATIONSHIP:

Reports to Associate Director 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.

RESPONSIBILITIES:

- Provide a safe experience for the guest and a level of onsite security for the parking area and other public spaces within the 87 acres of the property.
- 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 Associate Director 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:

- 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:

- Excellent organizational skills and attention to detail
- Strong dedication to world-class customer service, safety and security
- Ability to relate well to people of all ages and backgrounds
- Dedication to inclusion and diversity
- Ability to stand, walk and bend for consecutive hours at a time
- Frequent lifting and/or moving up to 40 pounds
- Must be able to frequently prepare written reports and maintain logs
- Must be able to maintain visual acuity and alertness for long periods of time including long periods of driving a golf cart
- Two or more years of experience in a destination/hospitality environment, facilities/operations field, or park ranger position
- Must have a valid California Class C Driver License. Valid California Commercial Driver License – Class B with a Passenger Endorsement preferred
- Must hold CPR/First Aid certification or be willing to obtain certification upon hiring

Position is non-exempt. Hiring for full-time, part-time and On-Call positions. Daily schedule varies and includes weekdays, weekends, evenings and holidays. Pay ranges from \$17 - \$19.50/hour DOE. Please submit your resume to francisco@southcoastbotanicgarden.org to apply.