



JOB ANNOUNCEMENT

Learning and Engagement Specialist- Tour Guide

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 the GLOW nighttime light experience 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 large scale 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 the coming years. There's never been a better time to join this dynamic team.

POSITION TITLE

Learning and Engagement Specialist- Tour Guide

REPORTING RELATIONSHIP:

Reports to Senior Director of Operations with oversight by Lead Learning & Engagement Coordinator

JOB SUMMARY:

The role of the Learning and Engagement Specialist is to implement existing and future garden exhibits and programs. Exhibits and programs include but are not limited to; the SOAR butterfly pavilion April- September, year-round tours, traveling exhibits, and classes. This is a fast-paced, evolving environment and we seek a candidate eager to help our Garden grow in its continued journey as a place for all to enjoy.

RESPONSIBILITIES:

- Engage guests by leading themed garden tours. This includes the Washed Ashore Adventure Tour and any future garden tour offerings.
- Implement daily butterfly pavilion operations. This includes, but is not limited to, ensuring USDA compliance with safe; receiving and processing butterfly pupae shipments; interacting with guests and volunteers.
- Work to ensure the highest quality and safety of guest experience interacting with guests, volunteers, and staff demonstrating strong customer service skills.

- Follow safety guidelines to ensure a safe working environment and consistently demonstrate safe work behaviors.
- Communicate efficiently and effectively across various departments.
- Other duties as assigned.

REQUIREMENTS:

- One or more years experience working for a non-profit or corporate organization or in a related-capacity
- Superb customer service skills
- Ability to learn and memorize scripts and interpretation to provide guests with engaging experiences.
- Must act with integrity and possess the ability to carry oneself with a professional demeanor and decorum especially in high stress or high-pressure situations
- Eager to interact with wildlife in our space such as caterpillars, butterflies, spiders, etc.
- Dedication to inclusion and diversity

QUALIFICATIONS:

- Experience and dedication to providing a welcoming experience when engaging with the public of all ages and backgrounds.
- Ability to work successfully as a team player- Demonstrated ability to work with others on teams, across an organization and external audiences; ability to collaborate effectively with all levels within an organization
- Excellent verbal skills- Strong communication with an interest in building public speaking skills.
- Ability to stand, walk, and bend outside for consecutive hours at a time, ability to lift 20lbs+
- 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 on-call, non-exempt, up to 30 hours/ week. Pay rate ranges from \$17-\$19/hour DOE. Must be available weekdays (especially Friday) and weekends, some evenings, and some holidays. Please submit your cover letter and resume to katryn@southcoastbotanicgarden.org to apply. Deadline to apply is March 3rd, 2023.