



JOB ANNOUNCEMENT
Visitor Experience Associate

South Coast Botanic Garden (SCBG) 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 Dorothy and John 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 the coming year. There has never been a better time to join this dynamic team.

POSITION TITLE:

Visitor Experience Associate: Part-time and temporary opportunities available

REPORTING RELATIONSHIP:

Reports to Manager, Visitor Services

JOB SUMMARY:

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 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 for our Garden guests.

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, has 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.

The Membership and Visitor Services team rewards customer service and sales with occasional revenue based contests and awards for exemplary customer service.

RESPONSIBILITIES:

- 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 to 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, over the phone and via email
- 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
- Assist with class registrations
- 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 clerical 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

REQUIREMENTS:

- Must be available weekends, some weekdays and some holidays and able to work a flexible schedule.
- Ability to work outdoors, in all weather conditions, as needed
- Extended periods of time standing outdoors, with or without accommodation
- Ability to be engage with guests in a positive and pleasant manner at all times
- An approachable, friendly, enthusiastic personality
- Reliable attendance
- Excellent verbal, written and interpersonal communications skills
- Must be self-motivated, focused and have a strong work ethic
- Experience working in an environment with different cultures and backgrounds
- Must be able to handle simple calculations and money transactions
- Good working knowledge of computers and familiarity with general office technology
- Basic knowledge of Word and Excel necessary
- Maintains a professional standard of dress and appearance appropriate for customer-facing service
- This position occasionally requires lifting of up to 15 pounds

QUALIFICATIONS:

- High school diploma with some college preferred
- One year of retail experience or working in a public garden, museum or relevant attraction
- Cash handling/cash register experience
- Customer service experience
- Bilingual in Spanish and English preferred, but not required

Position is non-exempt. Part-time and temporary opportunities are available. The pay rate starts at \$17 per hour with opportunities for advancement. Must be available weekends, some weekdays and some holidays. Please submit your cover letter and resume to george@southcoastbotanicgarden.org to apply. Incomplete submissions will not be considered.

South Coast Botanic Garden Foundation is dedicated to a practice of diversity, inclusion, access and equity for all employees and visitors.