



JOB ANNOUNCEMENT

Ranger

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 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 2024. There's never been a better time to join this dynamic team.

POSITION TITLE

Ranger

REPORTING RELATIONSHIP:

Reports to Manager, Ranger

JOB SUMMARY:

The Ranger Department ensures the safety and support of the Garden's collections, guests, volunteers and staff. Rangers are the first responders to any incidents on the grounds and patrol the 87 acres when the Garden is open.

RESPONSIBILITIES:

- Provide a safe experience for guests, staff and volunteers 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, property/asset damage or any other incidents and ensure 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 Ranger 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 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
- Patrol the grounds including the areas open to the public, the parking lot and the service areas
- Light maintenance and cleaning of SCBGF owned vehicles and assets
- Set and strike signage, pathway closures and ensure the integrity of installations
- Maintain a positive, proactive, solution-oriented demeanor when responding to or serving clients, members, colleagues and guests

- Evaluate conditions of the parking lot including situating guests to desired open parking spaces on high visitation days
- Receive K-12 school group visits and educate visitors on Garden rules, locations of interest, and exhibits/installations
- Handle injured and deceased wildlife to ensure guest safety and compliance
- Ensure all policies and procedures of the South Coast Botanic Garden are adhered to
- File reports and follow opening and closing operating procedures
- Provide transportation to guests and staff using Garden-owned electric vehicles
- 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
- Ability to accomplish projects and work daily with little supervision
- Refer problematic issues to the Manager and make effective recommendations
- Respond, investigate and report all incidents in the field
- Excellent written and verbal skills. Strong communication with an interest in building public speaking skills; must be able to communicate clearly on written documents
- Ability to stand, walk and bend outside for consecutive hours at a time
- Ability to lift 20 pounds or more
- Must be able to maintain visual acuity and alertness for long periods of time including long periods of driving a vehicle
- 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:

- High school diploma, GED or equivalent required; associate's or bachelor's degree or equivalent experience working in education, interpretation, museum studies, curation, science, communication or in similar fields preferred
- Must have a valid California Class C Driver License. Valid California Commercial Driver License – Class B with a Passenger Endorsement preferred
- Must be able to work weekends, evenings and holidays in an indoor and outdoor environment in various weather conditions
- Must hold CPR/First Aid certification or be willing to obtain certification upon hiring

Position is non-exempt. We are hiring for full-time, part-time and temporary positions. Temporary positions will run from April through August to support high visitation days. Daily schedule varies and includes weekdays, weekends, evenings and holidays. **Must be available both Saturday and Sunday in order to apply.** Pay ranges from \$18 - \$19.50/hour DOE. Please submit your resume to xaviere@southcoastbotanicgarden.org to apply.