



San Francisco Botanical Garden Visitor Experience Lead Associate

Position Title: Visitor Experience Lead Associate

Full or Part Time: Full-Time

Regular or Temporary: Regular

Exempt or Non-exempt: Exempt, salaried

Salary: \$18.00 per hour

MISSION

The mission of San Francisco Botanical Garden is to create, sustain and interpret a distinct, documented collection of Mediterranean, mild temperate and tropical cloud forest plants displayed in designed gardens and to provide a place of exceptional beauty and natural sanctuary. San Francisco Botanical Garden Society builds communities of support for the Garden and expands people's understanding and appreciation of plants.

ABOUT SAN FRANCISCO BOTANICAL GARDEN

San Francisco Botanical Garden is a well-loved community institution known for its stunning displays of more than 8,500 different kinds of plants from around the world. The Garden is a sanctuary for rare and endangered plants and is an incredible resource for learning about all living things and the importance of plants for our own survival. Because of San Francisco's topography, its mild Mediterranean climate and coastal fog, plants from six continents can flourish here. The collections are organized primarily by geography which allows visitors to step into landscapes of other continents.

The Garden is managed through a public/private partnership between the San Francisco Botanical Garden Society and San Francisco Recreation & Parks Department (SFRPD). Last year, the Garden welcomed more than 450,000 visitors and 13,000 children for educational programs.

POSITION SUMMARY

San Francisco Botanical Garden Society's Visitor Services team is the face of the Garden welcoming, orienting, and assisting Garden visitors in a friendly and positive manner. This includes efficiently facilitating sales and transactions and graciously answering inquires for information about the Garden's collections, programs, and other associated offerings. Our philosophy is to encourage every visitor to return and engage with the opportunities the Garden offers, including becoming members, donors and

volunteers. The Lead Agent's prime objective is to support the Visitor Services Agents in all aspects of operations. The Lead Agent will seamlessly lead the team and maintain general phone and email communications when the Visitor Services Supervisor is offsite.

RESPONSIBILITIES

- Complete opening, mid shift change, and closing operations.
- Accurately handle admission funds, consistent cash handling oversight, go to Wells Fargo bank to obtain small denominations of cash as needed.
- Effectively communicate pertinent Garden information to Visitor Services Agents.
- Provide shift breaks to each Visitor Services Agent.
- Ensure that all displays, racks cards, brochures, ticket materials and other supplies are well stocked at all times.
- Maintain an organized and clean working environment in kiosks, empty trash and recycle containers into appropriate waste bins.
- Data entry of daily visitor's tallies, tour and school groups, lost and found, visitor emails on appropriate spreadsheets.
- Empty donation boxes at the end of each day, enter \$ amounts on Donation Box spreadsheet.
- Understand the basic aspects of the garden operations, collections, and history in order to answer visitor questions. Also have knowledge of San Francisco, Golden Gate Park, Bay Area public transportation, and other local amenities. Refer more difficult questions to the Visitor Services Manager.
- Help to monitor all areas of the Garden to ensure that problems are reported and fixed immediately. Report any problems to the Visitor Services Manager and Director of Visitor Experience and Marketing.
- Complete Incident Report forms and coordinate with additional authorities as necessary.
- Ability to work productively in an unstructured environment with frequent interruptions.
- Ability to open/close kiosk roll down gates, carry and set up metal stanchions, lock/unlock garden gates, participate in event setups, including lifting and carrying up to 30 lbs.
- Assist the Visitor Services Supervisor in directing or controlling guests during emergency situations.
- Special projects as needed.

HOW TO APPLY

Visitor Experience Lead Associate reports to the Visitor Experience Manager. Approximately 15-19 hours a week, including weekends and holidays. Please e-mail a brief cover letter and resume to kschiemann@sfbg.org. No telephone calls please.