



San Francisco Botanical Garden Visitor Experience Associate

Position Title: Visitor Experience Associate

Full or Part Time: Part-Time

Regular or Temporary: Regular

Exempt or Non-exempt: Non-exempt

Salary: \$15.00 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 and accurately 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.

RESPONSIBILITIES

- Welcome visitors to the Garden in a friendly and hospitable manner. Utilizing provided maps and resources, properly orient visitors to the Garden and direct them to featured areas.
- Initiate and complete all sales transactions quickly and accurately. Reconcile cash transactions at the end of each shift.
- Ensure that all displays, racks cards, brochures, and other supplies are well stocked at all times.
- Maintain an organized and clean working environment in kiosks.

- 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 Lead Agent or the Visitor Services Supervisor.
- Help to monitor all areas of the Garden to ensure that problems are reported and fixed immediately. Report any problems to the Lead Visitor Services Agent or Visitor Services and Marketing Manager.
- Suggest new ideas to the Lead Visitor Services Agent or Visitor Services Supervisor to further streamline the operation of the Visitor Services Program.
- Assist the Lead Visitor Services Agent in directing or controlling guests during emergency situations.
- 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.
- Special projects as needed.

HOW TO APPLY

Visitor Experience 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.