



SAN FRANCISCO BOTANICAL GARDEN SOCIETY

VISITOR SERVICES LEAD AGENT

Position Title: Visitor Services Lead Agent

Full or Part Time: Part-Time

Regular or Temporary: Regular

Exempt or Non-exempt: Non-exempt

Salary: \$16.00 per hour

ABOUT SAN FRANCISCO BOTANICAL GARDEN SOCIETY

Located in Golden Gate Park, San Francisco Botanical Garden is a sanctuary of natural beauty and tranquility dedicated to educating children and adults, cultivating community, and displaying and preserving the planet's biodiversity. With over 8,500 different kinds of plants from around the world, including many that are rare and endangered, it is possible to travel the world in the Garden's 55 acres. The Garden is world renowned for its diverse, significant and unique plant collections, among them the most important collection of magnolias for conservation purposes outside China and cloud forest collections from three of the world's most threatened regions. The Garden's Library houses the most comprehensive collection of horticultural materials in Northern California. Welcoming more than 400,000 annual visitors, the Garden brings the community together to marvel, to learn, to find respite in nature and to celebrate Earth's beauty and the interconnectedness of all living things. The more we learn about how we are connected to plants and all life on Earth, the more we will cherish and protect the natural world. San Francisco Botanical Garden Society (SFBGS), a 501(c)(3) nonprofit, works in partnership with the City and County of San Francisco Recreation and Park Department (SFRPD) to manage and operate the Garden. SFBGS's twofold mission is to build communities of support for the Garden and to cultivate the bond between people and plants. With lead responsibility for fund development, marketing, admissions and visitor services, and with the help of its members, donors and volunteers, SFBGS funds Garden improvements, provides curatorial and plant collections management services, propagates plants for sale to the public, maintains the Helen Crocker Russell Library of

Horticulture, offers year-round educational and community programming, and operates the Garden Bookstore and Arbor (for plant sales).

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 inquiries 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 Supervisor.
- Help to monitor all areas of the Garden to ensure that problems are reported and fixed immediately. Report any problems to the Visitor Services Supervisor and Director of Visitor Experience and Marketing. Complete an Incident Report if 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.

Visitor Services Agent reports to the Visitor Services Supervisor. 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.