



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: \$17.00 per hour

ABOUT SAN FRANCISCO BOTANICAL GARDEN

The mission of San Francisco Botanical Garden is to connect people to plants, the planet, and each other. Our unique Garden inspires visitors with the extraordinary diversity of rare and unusual plants that can be grown in coastal California. Through its programs and displays, the Garden cultivates the bond between people and plants and instills a deeper understanding of the necessity to conserve Earth's biological diversity. As a public/private partnership between a community-based nonprofit organization and the San Francisco Recreation & Parks Department, and a beloved San Francisco institution, we are committed to transparency, cultural diversity, inclusion, and environmentally responsible practices. We are proud to be a *public* garden, accessible to all and grateful to the funders who help sustain us.

POSITION SUMMARY

San Francisco Botanical Garden Society's Visitor Experience 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. This position may also include shifts working at the SF Japanese Tea Garden.

RESPONSIBILITIES

- Welcome visitors to the San Francisco Botanical Garden and the SF Japanese Tea Garden in a friendly and hospitable manner. Utilizing provided maps and resources, properly orient visitors to the Gardens 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 Experience Manager or the Visitor Experience Lead Associate.

- Help to monitor all areas of the Garden to ensure that problems are reported and fixed immediately. Report any problems to the Visitor Experience Manager or Visitor Experience Lead Associate.
- Suggest new ideas to the Visitor Experience Manager or Visitor Experience Lead Associate to further streamline the operation of the Visitor Experience Program.
- Assist the Visitor Experience Manager or Visitor Experience Lead Associate 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.

Pre-employment requires a clear background check and reference checks.

HOW TO APPLY

Visitor Experience Associate reports to the Visitor Experience Manager. Approximately 15-25 hours a week, including weekends and holidays. Please e-mail a brief cover letter and resume to kschiemann@sfbg.org No telephone calls please.