



Position Title: Visitor Services Specialist, Seasonal, Part-time

Position Reports to: Visitor Services Manager

Department: Visitor Services

Exempt/Non-Exempt: Non-Exempt, \$15.00/hour

Position Announcement

Leach Garden Friends seeks a part-time, seasonal Visitor Services Specialist through October who will support the launch of our first visitor services department with an emphasis on meeting the mission and values of Leach Garden Friends and creating a welcoming experience to all visitors.

Leach Botanical Garden will be implementing ticketed entry for daily admission, special events, and classes. Visitor services staff will serve 40K+ visitors annually. The ideal candidate will have prior customer service experience working with diverse communities.

Main Job Duties

- Serve as on-site venue representative, maintaining a positive, proactive, solution-oriented demeanor when responding to or serving clients, volunteers, visitors and staff.
- Keep up-to-date and knowledgeable on Garden events and activities; inform visitors about all areas of the Garden.
- Utilize software tools to support Visitor Services daily operations including admissions, memberships, program, group and event registration.
- Communicate with appropriate garden departments as needed, particularly onsite during open hours and special events to support garden programming.
- This is a hands-on floor position and includes cash register handling.
- Contribute to conversations on admission and program strategies to reach and serve a diverse audience of visitors.
- Responsible for accomplishing and consistently meeting or exceeding established tickets sales and membership goals.
- Ensure that the Garden's standards are maintained for all visitors including but not limited to monitoring noise levels, garbage disposal, and restroom supplies.
- Notify security and senior management of any unusual circumstances/safety issues.
- Perform other duties as assigned, such as event support and gift shop assistance.

Skills, Knowledge, and Abilities

- Must be available to work weekdays, evenings, weekends, and holidays.
- Strong organizational skills, with excellent attention to detail.
- Strong data entry skills, including spelling, proofreading, and grammar.
- Excellent communication and interpersonal skills to interact with people from diverse backgrounds and experience.
- Desire to be a part of a team and able to work cooperatively.
- Flexibility, integrity, and the highest standards of professionalism and confidentiality
- Comfortable with using software and social media; familiarity with Point of Sale and Customer Relationship Management systems, as well as gSuite, is preferred but not required.
- Previous customer service experience desired.
- Bilingual candidates strongly preferred.

Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the clerical duties of this job, the employee regularly spends long hours sitting and using office equipment and computers. The employee frequently is required to walk; climb or balance; stoop, kneel, or crouch; and talk and hear. During special events the employee may be required to spend hours on their feet. The ability to use the fingers of one or both hands to grasp, manipulate, control or feel objects. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds, anything greater should be done with assistance. While performing the duties of this job, the employees work might require them to be outdoors in both hot and cold weather. The noise level in the work environment is usually moderate.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To Apply:

Please send a resume and cover letter to careers@leachgarden.org.

This position is open for application until filled; interviews will be conducted as applications are received.