



JOB DESCRIPTION

DEPARTMENT: Guest Experience	TITLE: Guest Experience Associate	REPORTS TO: Guest Experience and Gift Shop Manager
DATE EFFECTIVE: May 13, 2020	STATUS: Part-Time/Flexible Schedule	FLSA: Non-Exempt

ABOUT THE SAN ANTONIO BOTANICAL GARDEN

Established 40 years ago, the San Antonio Botanical Garden is a nonprofit organization that inspires people to connect with the plant world and understand the importance of plants in our lives. Recognized nationally for its commitment to outstanding displays, botanical diversity, education, environmental stewardship, and experiences that connect people to the natural world, the Botanical Garden’s tranquil 38 acres serve as a living museum of native and imported plant life for visitors to appreciate, learn from and enjoy. For more information, visit www.sabot.org.

SUMMARY OF JOB

The Guest Experience Associate is responsible for making an exceptional first and last impression on the guests, and provides excellent customer service in a professional, friendly, and positive manner. Guest Experience Associates assist with general admission and gift shop operations, including the selling of memberships and providing general information and supplies such as maps/informational brochures to guests. This position reports to the Guest Experience and Gift Shop Manager.

TASKS/FUNCTIONS

- Welcome guests to the Botanical Garden in a friendly and hospitable manner, including answering phone calls.
- Explain and sell the benefits of Botanical Garden memberships.
- Explain ticket prices, schedules, and Botanical Garden special events.
- Provide guests with information regarding activities conducted at the Botanical Garden.
- Ensure that all displays, racks cards, brochures, and other supplies are always well stocked.
- Provide guests with directions to food and merchandise, venues, offices, and special events.
- Communicate correct product information to guests regarding coupons, special offers and upcoming events.
- Help customers find the products they are looking for at the Garden Gift Shop.
- Assist with processing store deliveries; visual merchandising, stock takes, pricing, markdowns and promotions.
- Ensure the Garden Gift Shop looks presentable and inviting to customers.
- Collect and secure money from tickets and merchandise sold, provide guests with correct change.
- Keep records of money collected and tickets sold.
- Balance registers at the end of each shift.
- Help monitor all areas of the Botanical Garden to ensure that problems are reported and fixed immediately. Report any problems to the Guest Experience and Gift Shop Manager or Assistant Manager.
- Maintain an organized and clean working environment.
- Maintain a working relationship with other departments to ensure up-to-date garden knowledge.
- Additional duties may be assigned. Management retains the discretion to change or add to the duties of this position at any time.

QUALIFICATIONS

- Must be at least 18 years of age or older.
- Must be able to maintain a good working relationship with coworkers.
- Must be able to work weekdays, nights, weekends, and holidays.
- Must have excellent oral and written communication skills.
- Must be able to responsibly handle money.
- Must be able to add, subtract, multiply and divide in all units of measure.
- Must be able to understand a personal computer's basic functions and operate it.
- Must be able to take direction from others in a fast-paced environment.
- Must be able to work independently and as part of a team.
- Working knowledge of Microsoft Office suite.
- Ability to solve complex problems and independently make decisions.
- Ability to successfully pass a criminal background check.
- High school diploma or equivalent education, preferred.
- Minimum one year of experience in hospitality or customer service industry, preferred.
- Previous sales experience, preferred.
- Bi-lingual or multi-lingual, a plus.

PHYSICAL REQUIREMENTS

While performing the duties of this job the employee is required to sit and stand for long periods and walk. The employee must be able to reach with hands and arms; and use hands to finger, handle, and feel. The employee is frequently required to climb or balance and stoop, kneel, crouch, or crawl. The employee is frequently required to talk and hear. The employee must occasionally lift and/or move carry, push, or pull at least 50lbs. Specific vision requirements for this job include close vision, color vision, depth perception, ability to focus, and night vision. The employee must be able to take directional cues directly or indirectly.

WORK ENVIRONMENT

- While performing the duties of this job, the employee is frequently exposed to outside weather conditions.
- The employee is regularly exposed to wet/or humid conditions, extreme heat or extreme cold.
- The noise level of the work environment is usually moderate.
- The environment can be moderate to fast-paced.

Application Instructions:

To apply, email a cover letter and resume to employment@sabot.org. Please add in the email subject line **Guest Experience Associate**.

Job descriptions are guidelines that attempt to characterize major duties and responsibilities of employees and are subject to change as needs and programs change. At the San Antonio Botanical Garden, they are considered neither inclusive nor exclusive.

The San Antonio Botanical Garden is an Equal Opportunity Employer