



JOB DESCRIPTION

DEPARTMENT: Guest Experience	TITLE: Guest Experience Team Lead	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 Team Lead acts as the Manager on Duty as needed by supporting the day-to-day operations of the Garden Gift Shop and admissions kiosk. The Guest Experience Team Lead actively engages guests to enhance their experience through outstanding customer service. This position reports to the Guest Experience and Gift Shop Manager and works closely with the Assistant Manager.

TASKS/FUNCTIONS

- Provides a signature guest experience through outstanding customer service and advancing our Guest Experience Standards.
- Monitor guests and members of the Botanical Garden are following proper garden etiquette.
- Act as the point of contact to help resolve concerns and answer questions.
- Comply with and maintain all departmental and garden policies, standards, and procedures.
- Assist with supervising, training, developing and coaching Associates.
- Partner with department Manager to maintain appropriate staffing levels in accordance with business needs, enforce all staffing and attendance policies.
- Provide Associates with the necessary information, tools, and feedback to effectively perform their job duties.
- Maintain a professional work environment. This includes setting clear behavioral expectations for subordinates and developing positive and professional relationships and communication lines with all subordinates, peers, managers and guests - serving as an example to all team members.
- Assists with managing crowds during high visitation times.
- Perform hourly walks of the garden, conducting quality checks and maintaining aesthetics.
- Maintains familiarity with the Garden Gift Shop inventory and engages and assists guests in finding merchandise.
- Assist in monitoring Garden Gift Shop sales, admission numbers, ticketing inventory, such as receipt paper, garden maps, and other documentation.

- Provides accurate cash handling skills and operation of the point-of-sale (POS) system, supports and performs proper opening and closing procedures, including processing admissions, memberships and carrying out gift shop sales.
- Ensuring staff adherence to proper grooming standards.
- All other duties as assigned.

QUALIFICATIONS

- Must be at least 18 years of age or older.
- Must be able to work weekdays, nights, weekends, and holidays to meet business needs.
- Ability to work with a diversified workforce.
- Must be able to work with, manage, and lead large groups of people.
- Must be able to critically process situations and react quickly while using good judgment.
- Ability to train others on the use of computers utilizing Microsoft Office and Blackbaud Altru systems.
- Excellent communication, analytical, and problem-solving skills.
- Ability to handle and manage large sums of money accurately.
- Ability to follow written and oral instructions and perform basic math functions.
- Ability to perform effectively in a fast-paced environment and solve problems with minimal supervision.
- Ability to utilize strong verbal and interpersonal skills.
- Ability to successfully pass a criminal background check.
- High school diploma or equivalent education, preferred.
- Minimum two years of experience in hospitality, retail 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 Team Lead**.

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