



JOB DESCRIPTION

DEPARTMENT: Guest Experience and Gift Shop	TITLE: Guest Experience and Gift Shop Manager	REPORTS TO: Director of Marketing
DATE EFFECTIVE:	FULL-TIME or PART-TIME: Full-Time	EXEMPT or NON-EXEMPT: Exempt

ABOUT THE SAN ANTONIO BOTANICAL GARDEN

For nearly 40 years, the San Antonio Botanical Garden has inspired people to connect with the plant world and understand the importance of plants in our lives. Recognized nationally for commitment to outstanding displays, botanical diversity, education, environmental stewardship, and experiences that connect people to the natural world, the Botanical Garden is a top San Antonio attraction that serves as a museum of plants, a tranquil escape, a living classroom, a research and conservation facility, and entertainment venue where art, architecture, music, and theater experiences come to life for more than 160,000 annual visitors. The Botanical Garden features 38 acres of nature space located deep in the heart of San Antonio. For more information, visit www.sabot.org.

SUMMARY OF RESPONSIBILITIES

The Guest Experience and Gift Shop is the “ambassador for the garden” engaging daily with our guests. The manager will oversee the Garden gift shop and the welcome kiosk.

COMPETENCIES/SKILLS

- Provides a signature guest experience through outstanding customer service.
- Responsible for all gift shop operations, including merchandising, daily operations and staff management. In addition, the purchasing of quality products as well as inventory management.
- Helps guests by providing general information about the Botanical Garden, including orientation and wayfinding, exhibits, special programming, membership, educational opportunities and other amenities.
- Actively engages guests to enhance their experience by understanding why guests are visiting and make suggestions based on their interests. Respond promptly to guest needs, including communicating concerns to the leadership team.
- Trains, develops and supports the Guest Experience and Gift Shop Associates.
- Actively promotes and sells Botanical Garden memberships, educational opportunities, signature events and other exhibits and activities.
- Acts as Manager on Duty as needed by providing support to guests, staff, volunteers, vendors and any operational needs.
- Acts as a point of contact to resolve guest concerns.
- Provides accurate cash handling skills and operation of the point-of-sale (POS) system, supports and performs opening and closing procedures, including processing admissions, memberships, and educational programs and carrying out retail sales.
- Processes incoming freight including opening boxes; entering items into the inventory management system, pricing, stocking and merchandising.
- Ensures guests are aware of and following Garden Etiquette, Photography Policy and other organizational policies.
- Assists with managing crowds during high visitation times.
- Ensures constant coverage of the admission/retail desk.
- Maintains knowledge of Botanical Garden programs and events.
- Serves as part of a cross-departmental team that delivers a superior guest experience, drives membership and promotes the Botanical Garden mission.
- Develops, maintains and promotes positive and professional relationships with internal staff, volunteers, members, vendors, contractors, media and the general public in order to achieve departmental and organizational goals
- Assists and performs other duties as assigned.



Guest Experience and Gift Shop Manager (continued)

QUALIFICATIONS

- High School Diploma or equivalent required.
- Prior experience in retail, customer service or hospitality preferred.
- Experience with POS system preferred.
- Bi-lingual or multi-lingual a plus.
- Communicate well with guests. Remain polite, courteous and helpful at all times.
- Working knowledge of Microsoft Office suite.
- Ability to work independently as well as in a team environment.
- Ability to apply basic mathematical concepts for monetary transactions.
- Ability to solve complex problems and independently make decisions.
- Ability to successfully pass a criminal background check.
- Evenings, weekend and/or holiday work may be required to deliver programs or to provide staff support to events.
- Occasional bending, stooping, reaching, crouching or light lifting (up to 50 lbs).
- Prolonged periods of standing, walking or delivering programs in varying environmental conditions.

Compensation: Compensation will be commensurate with the qualifications and experience of the individual.

Application Instructions:

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

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