



JOB DESCRIPTION

DEPARTMENT: Guest Experience	TITLE: Guest Experience 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

Oversee the daily Guest Experience operation; responsibilities include, but are not limited to participating in hiring, training and evaluating of staff and volunteers, cash drawer management, problem resolution and data base management in a fast-paced, high volume, team environment focusing on sales and customer service.

COMPETENCIES/SKILLS

- Provides a signature guest experience through the delivery of outstanding customer service.
- Helps guests by providing general information about the Botanical Garden, including orientation and wayfinding, exhibits, special programming, membership, educational opportunities, and other amenities.
- Work with all departments to assure highest quality experience for all guests.
- Proactively seeks to be knowledgeable about all horticulture, exhibits, programs, and events to reflect the experience and brand at the Garden.
- 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.
- Ensures guests are aware of and following Garden Etiquette, Photography Policy and other organizational policies.
- Maintain a professional work environment within Guest Experience locations. 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.
- Create and implement streamlined, innovative and successful strategies, policies and procedures.
- Comply with and maintain all departmental and garden policies, standards, and procedures.
- Assist with training and developing team member employees, evaluate and document performance on an ongoing basis, recognize successes, and develop performance plans when necessary.
- Actively promote and sell 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 supporting 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.
- Assists with managing crowds during high visitation times.



COMPETENCIES/SKILLS, CONT.

- Ensures constant coverage of the admission/retail desk.
- 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 with and performs other duties as assigned.

QUALIFICATIONS

- High School Diploma or equivalent required.
- Prior experience in guest experience at a cultural institution or other guest experience focused role is preferred.
- Bi-lingual or multi-lingual is preferred.
- 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

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