



## Position Description

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**Position Title:** Visitor Services Associate

**Department:** Visitor Services

**Reports to:** Visitor Services Manager & Director of Visitor Services

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**Organizational Description:** The Naples Botanical Garden is a 170-acre world-class paradise, featuring the flora and cultures of the tropics and subtropics between the latitudes of 26 degrees north and 26 degrees south, including Brazil, the Caribbean, Southeast Asia and Florida. The Garden's mission is to connect people and plants through display, education, conservation and science. The Garden's hands-on interactive Smith Children's Garden, along with 90 acres of beautifully restored native habitats, formal Gardens, walking trails and Pfeffer-Beach Butterfly House offer education and enjoyment for people of all ages. Naples Botanical Garden is a 501(c) 3 non-profit organization.

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**Position Summary:** This position serves as the frontline to customer relations at Naples Botanical Garden. Duties would include both ticketing and retail store sales. In addition to the public, this position works closely with Garden staff, volunteers and fellow associates. Pay rate is competitive with the local market and based on the experience of the applicant. Compensation includes part time benefits package.

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### Primary duties and responsibilities:

- Greets incoming members and guests in a prompt and welcoming manner.
  - Must be willing to be in the presence of dogs on our dog admission days.
  - Occasionally may be asked to check in or greet visitors outside of ticketing booths.
  - Selling Garden memberships at our outdoor mobile membership cart
  - Maintain a professional appearance and professional conduct at all times.
  - Efficiently and accurately operates a POS cash register, which includes daily balancing and closing of register.
  - Must be up-to-date on the Garden's day-to-day operations, special events, website, and exhibitions by reviewing facility, staff and tour calendars daily. Proactively relays this information to visitors.
  - Promotes and sells Naples Botanical Garden Memberships and gift store items.
  - Monitors and restocks store merchandise and collateral displays as needed.
  - Follows proper procedures for opening and closing the Visitor's Center when scheduled.
  - Answers telephone in a professional manner.
  - Maintains the appearance of the Garden Store & Visitor Center, which includes merchandise displays, emptying trash cans, sweeping, vacuuming, and light dusting.
  - Other duties as assigned by Management to include: new merchandise processing, checking in, ticketing and displaying and occasional plant sales area responsibilities.
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### Requirements/Qualifications

- Weekends, nights and holidays are required. Flexible schedule is a must.
  - Average hours vary due to seasonality from 10 to 30 hours. No full time positions available.
  - Preferred minimum of 2 years retail experience.
  - Cash handling experience and the ability to operate a POS cash register.
  - Good computer skills including MS Office (word, excel, etc.), Outlook, and use of web browsers.
  - Gardening experience helpful but not required.
  - Good communication skills, able to speak, read, and write in English.
  - May stand for long periods of time. Walk and inspect store. Work in fluctuating temperatures. Lift and carry objects up to 10 pounds on a regular basis.
  - Have reliable transportation.
  - Pre-Employment background check required
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**To Apply:** Please provide a cover letter, resume, and contact information for three references by email to [employment@naplesgarden.org](mailto:employment@naplesgarden.org). To find out more about Naples Botanical Garden, please visit our website at [www.naplesgarden.org](http://www.naplesgarden.org). Naples Botanical Garden is an Equal Opportunity Employer and has a long-standing policy of employment and advancement based solely upon qualifications to perform the essential elements of a position without regard to race, color, religion, sex, sexual orientation, age, national origin (ancestry), or disability.