



Position Description

Position Title: Visitor Services Seasonal Ticketing Associate

Department: Visitor Services

Reports to: Visitor Services Manager

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.

Position Summary: This position serves as the frontline to customer relations at Naples Botanical Garden. Duties would be in ticketing. In addition to the public, this position works closely with Garden staff, volunteers and fellow associates. *This is a seasonal position starting in November ending in March.*

Primary duties and responsibilities:

- Greets incoming members and guests in a prompt and welcoming manner.
- Must be energetic, cheerful and helpful
- Maintain a professional appearance and professional conduct at all times.
- Occasionally may be asked to check in or greet visitors outside of ticketing booths.
- Selling Garden memberships at our outdoor mobile membership cart
- Efficiently and accurately operates a POS cash register, which includes daily balancing and closing of register. Must be able to work at a fast pace with accuracy.
- 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.

Requirements/Qualifications

- Weekends, nights and holidays are required. Flexible schedule is a must.
- Cash handling experience and the ability to operate a POS cash register.
- Good communication skills, able to speak, read, and write in English.
- Have reliable transportation.

Pre-Employment background check required

To Apply: Please provide a cover letter, resume, and contact information for three references by email to employment@naplesgarden.org. To find out more about Naples Botanical Garden, please visit our website at 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.