

# Naples Botanical GARDEN

## Position Description

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**Position Title: Visitor Services Assistant Manager**

**Department: Development and Marketing**

**Reports to: Visitor Services Manager**

### Organization Description

Naples Botanical Garden is a 170-acre world-class paradise, featuring the flora and cultures of the tropics and sub-tropics between the latitude 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 public programming offer education and enjoyment for people of all ages. Naples Botanical Garden is a 501(c)3 organization.

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### Position Summary:

This position assists the Visitor Services Manager in leading the Visitor Services team. The team provides frontline customer service and ticketing sales to the Garden's 250,000 annual visitors. The position serves as the lead staff when the Manager is not available and is responsible for overall guest relations. The position works closely with staff members across the organization and sets an example of exemplary customer service for all who interact with the Garden. The position is responsible for leading guests on a journey from visitor to member to donor.

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### Primary duties and responsibilities:

- Assists with all aspects of the Visitor Services team including payroll and scheduling for all coverage needs (onsite sales, phone coverage, and evening hours for events as needed).
- Assists in keeping team up-to-date on all daily happenings at the Garden and encourages team to be familiar with the grounds.
- Assists in providing ongoing training as appropriate for Visitor Services team in all aspects of work.
- Seeks out external training for self and makes recommendations for training for the team as needed.
- Works closely with Membership team to convert visitors to members and assists in defining membership sales strategy within the Visitor Services team.
- In conjunction with Visitor Services Manager, works closely with Community Relations team to ensure all third-party activities are handled appropriately onsite.
- Works closely with Visitor Experience team to ensure all guests have a quality experience.
- Works with Manager to ensure all team members are always representing the Garden in an appropriate manner.
- Assists in defining and documenting policies and procedures as they relate to Visitor Services activities.
- Assists in responsibility for all cash handling and deposits within Visitor Services (ensures drawers are balanced, PCI and PII compliance is followed).
- Works in conjunction with Manager and IT team to ensure all applicable functions in Galaxy are being used to their fullest extent.
- Troubleshoots software as needed.

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- Must be comfortable in the presence of dogs on our dog admission days.
- Supervise volunteer staff assigned to Visitor Services as necessary.

## **Requirements/Qualifications –**

- Weekends, nights and holidays are required. Flexible schedule is a must.
- Preferred minimum of 3 years customer service, retail, or fundraising 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 or Arts and Culture experience helpful but not required.
- Good communication skills, able to speak, read, and write in English.
- May stand for long periods of time; bending and kneeling.
- Work in fluctuating temperatures.
- Work indoors and outdoors.
- Lift and carry objects up to 10 pounds on a regular basis.
- Have reliable transportation.
- Pre-Employment background check required.

## **A pre-employment background check required:**

Naples Botanical Garden is an Equal Opportunity Employer. The Garden has a long-standing policy of employment and advancement based solely upon qualifications to perform the essential elements of a position without regard to age, creed, gender, national origin or ancestry, race, color, religion, veteran status, pregnancy, marital status, HIV status, genetic information, sexual orientation, handicap or mental or physical disability, race, color, religion, sex, sexual orientation, age, national origin or disability.

**To Apply:** Please submit a resume and contact information 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.