

**Position Title:** Visitor Services Associate - Seasonal

**Department:** Visitor Services

**Reports to:** Director of Visitor Services

## **Organizational Description**

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

## **Position Summary**

This position serves as the frontline to customer relations at Naples Botanical Garden. In addition to the public, this position works closely with Garden staff, volunteers, and fellow associates. **This is a seasonal position from October through March.**

## **Primary Duties and Responsibilities**

- Greets incoming members and guests in a prompt and welcoming manner.
- Interacts and greets dogs and guests on dog admission days
- Occasionally may be asked to check in or greet visitors outside of ticketing booths.
- 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.
- Reviews and understands the Garden's day-to-day operations, special events, website, and exhibitions by reviewing facility calendar as well as Sharepoint daily. Proactively relays this information to visitors.
- Promotes and sells Naples Botanical Garden Memberships.
- Follows proper procedures for opening and closing the Visitor Center when scheduled.
- Maintains the appearance of the Visitor Center, which includes stocking maps, brochures and WONDER packs. As well ask cleaning scooters and wheelchairs
- Other duties as assigned by Management.

## **Qualifications**

- Strong communication and customer service skills.
- Strong computer skills a plus.
- Gardening experience helpful but not required.
- Flexible schedule required. This position requires weekends, nights and holiday availability.
- May stand for long periods of time and work in fluctuating temperatures.
- Must be able to lift and carry objects up to 10 pounds on a regular basis

**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 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)