



Visitor Services Associate

Applicants for this position will join a team of dedicated professionals working diligently to build a dynamic new botanic garden for Tulsa, Green Country, and beyond. Tulsa Botanic Garden is a growing 501(c)(3) nonprofit based in Tulsa, Oklahoma with 170 acres of land located in southeastern Osage County, 8 miles north of downtown Tulsa. More information about the Garden can be found at www.tulsabotanic.org.

Part-Time Position: Not to exceed 28 hours per week, no benefits.

Reports to: Visitor Center Manager

Supervisory Responsibility: None

FLSA Status: Non-exempt

Position Summary: Visitor Services Associates act as front-line ambassadors for Tulsa Botanic Garden with a focus on hospitality and creating welcoming, positive interactions for all Garden guests, while also efficiently handling daily work duties.

Visitor Services Associates work in the Visitor Center, which must be staffed for regular admission hours and public events (as early as 8:30 am or late as 10:30 pm, depending on the season – typically no shifts longer than 8 hours).

Primary duties of this position:

- Processing all admission and Gift Shop transactions and functions; handling cash and credit card transactions with a high level of accuracy and according to established policies; reconciling cash drawer at the end of the day;
- Greeting and orienting Garden guests; providing information about the Garden, including its history and future development plans; and promoting upcoming programs and events;
- Opening and closing Visitor Center and/or other facilities (such as the Mabee Grange event building), including locking and securing of all gates, doors, etc., adjusting HVAC controls, preparing and cleaning facilities for guests and volunteers;
- Answering questions about Garden memberships, providing information, taking payments, and forwarding information as needed for follow-up by other Garden personnel;
- Membership sales;
- Gathering feedback from visitors to share with management while working to mitigate any guest concerns;
- Assisting with event functions during special events;
- Working with volunteers;
- Other duties as assigned.

Qualifications for this position include:

- Excellent customer/guest service relations, with prior work experience in this sector preferred;
- Friendly demeanor and positive attitude;
- Understanding of point of sale (POS) transactions on a computer system and data entry on a database;
- Flexibility of schedule to work weekends, evenings, and holidays;
- Basic computer, and cash handling skills;
- Ability to work independently;
- Familiarity with the outdoors and/or gardens is favorably considered;
- Excellent verbal communications skills in person and over the telephone;
- Possession of a valid driver's license;
- Multi-tasking and organizational abilities;
- Flexibility and capability to adapt to changes in daily routine and to guest needs;
- Intermittent standing and walking required;
- Ability to lift 30 pounds.

Interested applicants should submit a cover letter explaining interest in the position, a current resume, and two references via email to emily@tulsabotanic.org.