



Seasonal Visitor Services Associate (part time, non-exempt)

Reports to: Member Services Coordinator

Supervisory Responsibility: None

FLSA Status: Non-exempt

Part-Time Position: Not to exceed 25 hours per week, no benefits.

Position Summary: This position acts as a frontline ambassador for Tulsa Botanic Garden with a focus on creating enjoyable and positive experiences for all visitors, while also efficiently handling hourly and daily work duties. Visitor Services Associates work at the Garden from 9:30AM to 5:30PM Monday through Sunday, MUST be available on Thursday evenings (until 8:30PM) and Monday through Sunday from 4pm-10pm.

Tulsa Botanic Garden seeks a qualified individual for an exciting, part-time position entitled "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 or on Facebook at www.facebook.com/tulsabotanicgarden

Primary duties of this position include:

- Processing all admission transactions and functions; handling cash and credit transactions with a high level of accuracy and according to established policies; reconciling cash drawer at the end of the day
- Greeting and orienting Tulsa Botanic Garden guests and providing information about the Garden, including its features, programs, and ongoing development
- Opening and closing of Visitor Center and/or other facilities (including the Mabee Grange), including locking and securing of all gates, doors, etc., adjusting HVAC controls, preparing and cleaning facility/ies for visitors and volunteers
- Answering questions about Garden memberships, providing information, taking payments, and forwarding information as needed for follow-up by other Garden personnel to guests
- Serving as an ambassador for the Garden at outreach events
- Gathering feedback from visitors to share with management while working to solve daily issues
- Assisting with event functions during special events
- Occasionally working with volunteers
- Other duties as assigned

Qualifications for this position include:

- Excellent customer/visitor 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
- Flexibility of schedule to work shifts including weekends, evenings, and holidays
- Basic math, computer, and cash handling skills
- Ability to work independently
- Familiarity with the outdoors and/or gardens would be favorably considered
- Excellent verbal communications skills
- Possession of a valid driver's license
- Multi-tasking and organizational abilities
- Flexibility and capability to adapt to changes in daily routine and to visitors' needs
- Intermittent standing and walking required
- Ability to lift 30 pounds

This position reports directly to Tulsa Botanic Garden's Member Services Coordinator. Interested applicants should submit a cover letter explaining interest in the position, a current resume, and 2 references via email to nikki@tulsabotanic.org

No phone calls please.