



Radiant Nature: Trail Steward

The mission of the **Houston Botanic Garden** is to enrich life through discovery, education, and the conservation of plants and the natural environment. HBG opened in the fall of 2020 and strives to inspire all people to love plants and be good stewards of the natural world. The gardens include a global garden with arid, sub-tropical, and tropical plants; a culinary garden with permanent and seasonal displays; a family garden centered around a lagoon; a woodland event garden; wetlands; and a coastal prairie on a 132-acre site.

Radiant Nature, presented by **Reliant**, and in partnership with **Tianyu Arts & Culture, Inc.**, is a Chinese lantern festival that features more than 50 larger-than-life installations and interactive displays set among the gardens and natural ecosystems of the Houston Botanic Garden. The event showcases the beauty of nature and celebrates the promise of the Lunar New Year in a spectacular way. It runs from **November through February**.

The Garden is seeking a seasonal **Trail Steward** who will report to the Event Production Specialist. The ideal candidate is passionate about customer service, has experience in retail or box office sales and event management, demonstrates strong communication, critical thinking, and problem-solving skills, and is eager to work in a dynamic organization experiencing rapid growth.

Main Job Responsibilities:

- Greet and warmly welcome members and guests to Radiant Nature, acting as a positive ambassador for the Garden at all times.
- Operate scanners and manage the flow of incoming visitors at the main Garden gate, while distributing event sponsor items.
- Ensure a pleasant visitor experience by providing directions, information, and assistance to guests navigating the trail.
- Patrol assigned stations and paths to monitor visitor safety, trail conditions, and lantern displays, and report any hazards or maintenance needs.
- Promote environmental stewardship by encouraging visitors to follow guidelines that protect the garden's flora and fauna.
- Collaborate with event staff to ensure smooth festival operations, including crowd management, traffic control, and support for special activities.
- Communicate with event staff via radio to coordinate responses, share updates, and ensure seamless event operations.
- Report and document customer service issues, accidents, incidents, or unusual activities to the Event Production Specialist for resolution.
- Assist with the setup and breakdown of event materials, such as signage, barriers, and temporary lighting.
- Assist in emergency evacuations or other crisis management situations as directed.

- Participate in pre-event training sessions to stay informed about event logistics and safety protocols.
- Guide visitors on how to engage with the interactive displays.
- Help maintain cleanliness and orderliness in event areas throughout the festival.
- Engage with visitors to collect feedback and suggestions to enhance future events.
- Provide feedback to supervisors to help improve visitor experiences and event operations.
- Perform other duties as assigned.

Qualifications and Experience Requirements:

- High school diploma or GED required.
- Minimum of 1 year work experience in a customer-facing role; event experience preferred.
- Excellent interpersonal and communication skills with diverse audiences.
- Must work well with others and be able to collaborate effectively with all staff.
- Comfortable working with large crowds.
- Skilled at working in a fast-paced environment while managing multiple tasks.
- Ability to remain calm and handle conflicts with tact and courtesy.
- Strong problem-solving skills to address visitor issues and emergencies effectively.
- Sound judgment in performing responsibilities.
- Able to work in outdoor weather conditions, including heat, cold, wind, and humidity.
- Capable of lifting event items (e.g., chairs, boxes, signs) up to 40 lbs.
- Willingness to work flexible hours, including evenings, weekends, and holidays, and adapt to changing conditions.
- Position subject to passing a criminal background check.

Schedule and Salary:

- Hourly wage of \$15.00/hour.
- Seasonal, part-time, hourly position.
- Must be available to work evenings, weekends, and holidays during the event period.

Application Procedure: Interested candidates should send a resume and cover letter to hr@hbg.org. We will contact those candidates who most closely match our requirements.

Thank you for your interest!