



Visitor Services Manager

The Houston Botanic Garden is seeking a Visitor Services Manager to oversee the visitor experience for 140,000, and growing, visitors a year. The ideal candidate is highly personable, organized, attentive, detail-oriented, demonstrates strong problem-solving skills, is skilled in developing relationships both internally and externally, and desires to work in a dynamic organization in a stage of rapid growth.

Visitor Experience & Engagement

- Oversee all frontline visitor services operations, ensuring a welcoming, inclusive, and high-quality guest experience.
- Establish best practices for customer service and the delivery of the Garden's mission through the guest experience.
- Develop and implement customer service standards, training programs, and performance expectations for visitor services staff.
- Respond to visitor inquiries, feedback, and escalated concerns in a timely and professional manner.
- Ensure interpretive information, signage, maps, and digital guides support positive visitor engagement.

Staff Leadership & Training

- Manage the ticket office and Garden shop staff of approximately 7 full and part time employees.
- Recruit, train, schedule, and supervise all visitor services staff including delegating tasks and evaluating performance.
- Maintain clear communication and collaboration among team members and other departments.
- Provide support to the Director of Events and Visitor Experience on projects and event planning and logistics.
- Act as a positive ambassador for the Garden at all times.

Admissions, Ticketing & Retail Oversight

- Manage daily admissions operations, including ticketing system, membership sales and promo code usage.
- Provide additional support as needed for processing ticket orders and trouble-shooting admissions questions as well as work closely with the Tessitura team.

- Monitor and improve revenue from admissions and retail.
- Manage and oversee the food and beverage purchases for the Garden shop, as well as research new opportunities.
- Research and coordinate the sales program for group sales for ticket packages and add-ons.

Facility Operations & Safety

- Oversee the appearance, accessibility, and cleanliness of visitor areas, including entrances, restrooms, Garden gift shop, and surrounding areas.
- Monitor visitor flow and adjust staffing or signage to optimize circulation, safety, and comfort.
- Maintain a safe and welcoming environment for all visitors.
- Serve as the on-site emergency contact for the visitor services team, coordinating responses per the Garden's guidelines.
- Coordinate with security guard and closing staff to ensure the Garden is properly cleared and secured at closing.

Qualifications and Experience Requirements:

- Proficiency with Office software, experience with ticketing software Tessitura and ability to learn Shopify POS.
- Minimum of high school diploma or GED required. Bachelor's degree preferred.
- 3-5 years of experience in guest services, event services, event sales, hospitality or relevant field required.
- Previous experience managing full-time, part-time and contract staff required.
- Experience in customer surveys and feedback analysis a plus (Wordfly).
- Experience working at a similar cultural institution preferred.
- Excellent interpersonal and communication skills with a variety of audiences.
- Must be comfortable working with crowds.
- Ability to work in a fast-paced environment and manage multiple tasks simultaneously.
- Ability to remain calm in stressful situations and help resolve event conflicts with tact and courtesy.
- Ability to exercise sound judgement in performing responsibilities.
- Proficiency in multiple languages desirable.
- Must be able to work in outdoor weather conditions.
- Capable of lifting moderate weights (tables, boxes, etc.) of up to 40 lbs.
- Must be available to work some evenings and weekends.
- Position subject to passing a criminal background check

Schedule and Salary:

- Full-Time, Exempt
- Thursday – Monday, subject to change based on Garden needs
- \$52,000/yr.

Benefits:

Medical, dental, and vision insurance, retirement savings match, short term disability, long term disability, and life insurance available for full-time positions.

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!