



Visitor Experience Assistant

The mission of the Houston Botanic Garden is to enrich life through discovery, education, and conservation of plants and the natural environment. HBG is a recently completed botanic garden that 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.

The Garden is seeking a full-time **Visitor Experience Assistant** who will report to the Visitor Experience Manager. The ideal candidate is passionate about customer service; guest engagement; has experience in vendor relations and retail sales; demonstrates strong critical thinking and problem-solving skills; and desires to work in a dynamic organization in a stage of rapid growth.

Main Job Responsibilities:

- Greet and welcome visiting members, public, volunteers and guests.
- Processes transactions for items at HBG including, but not limited to, general admission, memberships, classes, events, and merchandise.
- Perform general clerical duties and light cleaning of the ticketing and shop area as needed.
- Assist with routine inventory counts
- Act as a positive ambassador for the garden at all times, maintaining a safe and welcoming environment for all visitors.
- Communicate daily schedule of events within the Garden.
- Respond to visitor and member questions, managing tickets in our ticketing software, answering voicemails, and in-person questions.

Qualifications and Experience Requirements:

- High school diploma or GED required, some college preferred.
- Minimum of 1 year of proven work experience in retail or customer service.
- 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.
- Experience with point of sale software a plus.
- Flexibility to work in the evenings and/or on weekends.
- Position subject to passing a criminal background check.

Physical Demands/Working Conditions:

- Must be able to move throughout the 132-acre Garden property, as needed.
- Must be able to lift event items (chairs, boxes, signs, etc.) up to 40 lbs.
- Must be comfortable working in immediate proximity to the general public in a safe and friendly manner.
- Must be able to sit, stand, walk, stoop, kneel, crawl, reach, push, pull, lift, grasp, feel, and utilize repetitive motions for prolonged periods of time.
- Must be able to work in outdoor weather conditions.

Schedule and Salary:

- Regular, full-time hourly position
- Weekends and some evenings
- Hourly Rate: \$14/hr.

Benefits: Medical, dental, vision, disability, retirement savings, EAP, employee discount, paid time-off....

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

Thank you for your interest!