Houston Botanic Garden

Radiant Nature: Visitor Services Assistant

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, 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** Visitor Services Assistant who will report to the Production Supervisor. The ideal candidate is passionate about customer service; has experience in retail sales; 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.
- Process admission ticket, membership, class, event, and merchandise transactions using Tessitura or SalesVu.
- Provide accurate information about ticket prices, event schedules, Garden policies, and Radiant Nature details.
- Respond to phone, email, and in-person inquiries, and handle reservations or changes.
- Oversee retail and guest service areas—including the mini gift shop, gift shop tent, box office, and greeting stations—by restocking merchandise, monitoring inventory, maintaining cleanliness and organization, and assisting with routine inventory counts to ensure an efficient and welcoming experience for visitors.
- Operate scanners and manage the flow of incoming visitors at the main Garden gate, while distributing event sponsor items.
- 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 Production Specialist for resolution.
- Assist in emergency evacuations or other crisis management situations as directed.
- Assist with managing walkup visitors and communicating event updates in the event of a Radiant Nature cancellation.

- Perform other duties as assigned.

Qualifications and Experience Requirements:

- High school diploma or GED required.
- Minimum of 1 year work experience in retail or customer service required, experience at a similar cultural institution preferred.
- Must possess strong computer skills in Window's-based applications; proficiency in Tessitura and SalesVu or other point-of-sale software is a plus.
- Excellent interpersonal and communication skills with diverse audiences.
- Must work well with others and be able to collaborate effectively with all staff.
- High level of attention to detail, accuracy, and thoroughness.
- 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.
- Able to work in outdoor weather conditions, including heat, cold, wind, rain 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.
- Proficiency in Spanish preferred, but not required.

Schedule and Salary:

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

Application Procedure: Interested candidates should visit the Careers page of our website at hbg.org/about/employment to apply.

Thank you for your interest!