



Santa Fe Botanical Garden

JOB DESCRIPTION

Job Title: Visitor Center Head Cashier

FLSA Classification: Non-Exempt

Pay Rate: \$20.00/hour

Part Time: ☒ **Full Time:** ☐

Supervision Received: Works under the supervision of Director of Operations

Supervision Exercised: Oversees Visitor Center Cashiers

Job Summary:

The Visitor Center Head Cashier welcomes visitors, processes admissions and memberships, and makes sales of Gift Shop merchandise. The Head Cashier may be the first and or the last face a Garden visitor sees, so a friendly, welcoming demeanor is required. The position also requires the ability to correctly and reliably handle cash, including making change, and make efficient credit card transactions, provide visitors with accurate Garden and Museum Hill information, and give concierge-level treatment to all visitors. The Head Cashier position demands professionalism and excellence in customer service.

This position is currently part-time (less than or equal to 27 hours per week). The position needs may change to full-time in the future.

Essential Responsibilities:

- Oversee and coordinate scheduling for Visitor Services staff; ensure adequate coverage and adjust shifts as needed.
- Support hiring processes and lead training for new staff on CRM systems, point-of-sale operations, and standard procedures including opening/closing protocols. Assist with editing the Visitor Services Manual and updating staff on new practices and procedures. Assist with configuring the Daily Sales page, including ticket sales and discounts, as needed.
- Assist the Director of Finance in weekly cash reconciliation.
- Serve as team lead by fostering a customer-first environment and ensuring high-quality visitor experiences.
- Act as a liaison between front-line staff and management, ensuring smooth operations and clear communication across departments. Communicate essential operational updates to staff, including logistics for public/private events, weather-related closures, and special scheduling needs.
- Provide on-the-ground support during peak hours and special events, stepping in to cover shifts as necessary. Works as a team with other front desk employees to assure timely and smooth admissions and Gift Shop sales transactions with customers.
- Assist with inventory management of the gift shop and product display; monitor stock levels, report reorder needs, and help ensure timely fulfillment. Support weekly intake, labeling, and stocking of inventory. Partner with gift shop volunteers to expand product offerings and enhance the retail experience for visitors.

- Lead Visitor Services staff in training and sales of memberships and renewals in collaboration with the Membership Department.
- Communicate in a welcoming, informative manner with all Garden visitors and outside inquiries.
- Cooperate with fellow Garden staff members to accomplish other tasks and projects at the Garden

Additional Responsibilities:

- May be required to work extra hours and/or evenings for special events
- Helps keep Visitor Center neat and clean, vacuuming, sweeping and dusting, as needed

Competencies:

- Friendly and warm personality with strong customer service skills
- Maintain professional demeanor under pressure
- Clear communications in-person and by phone
- Strong ability to follow detailed procedures
- Ability to reliably maintain a set schedule
- Point of sale, computer and database experience

Education Requirement

- High School Diploma or GED

Experience Requirement

- Minimum 2 years' experience in retail sales

Preferred Knowledge, Skills, and Abilities:

- Working experience with a CRM (Altru)
- Bilingual (Spanish)

Special Requirements:

- Valid New Mexico Driver's license.
- May be required to work weekend or evening hours or on holidays.

Physical Requirements:

- Must be able to lift 30 lbs.
- Must have good hearing and vision, and be able to stoop/kneel/reach.

Working Environment:

- Work is primarily performed in a visitor center and retail environment.

Equal Employment Opportunity:

The Garden is committed to Equal Employment Opportunity. It is our policy to encourage and support equal employment opportunity for all associates and applicants without regard to gender, age, race, color, creed, religion, national origin, ancestry, citizenship, sexual preference or orientation, gender identity, spousal affiliation, marital status, military/veteran status, handicap or disability or membership in any other protected group.

Americans With Disabilities Act:

Applicants as well as employees who are, or become, disabled must be able to perform the essential job functions either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

To Apply:

Please send your resume and cover letter as attachments via email to jobs@santafebotanicalgarden.org and include "Visitor Center Head Cashier" in the email subject line. Applications will be reviewed immediately until the position is filled.

Mission Statement:

The Santa Fe Botanical Garden celebrates, cultivates and conserves the rich botanical heritage and biodiversity of our region. In partnership with nature, we demonstrate our commitment through education, science, conservation, community service, presentation of the arts, and the sustainable management of our public garden. For more information, visit us online at santafebotanicalgarden.org.