Santa Fe Botanical Garden

JOB DESCRIPTION

Job Title: Visitor Center Cashier **FLSA Classification:** Exempt

Pay Rate: $16.25/hour **Part Time:** ☒ **Full Time:** ☐

Supervision Received: Works under the supervision of VC Head Cashier

Supervision Exercised: None

Job Summary:

The Visitor Center Cashier welcomes visitors, processes admissions and memberships, and makes sales of Gift Shop merchandise. The Cashier may be the first and or the last face a Garden visitor sees, so a friendly, welcoming demeanor is absolutely 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 Cashier position demands professionalism and excellence in customer service.

Essential Responsibilities:

- Works as a team with other front desk employees to assure timely and smooth admissions and Gift Shop sales transactions with customers
- Learns and stays familiar with the Gift Shop inventory to assist customers as needed
- Communicates in a welcoming, informative manner with all Garden visitors and outside inquiries
- Cooperates with fellow Garden staff members to accomplish other tasks and projects at the Garden
- Responsible for opening and closing the Visitor Center

Additional Responsibilities:

- May be required to work extra hours and/or evenings for special events
- Assists with product display, pricing, gift wrapping and packaging items for shipping, as needed
- 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 an office environment.

Equal Employment Opportunity:

The Company 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@visitsfbg.org** and include "Visitor Center 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.