Santa Fe Botanical Garden

JOB DESCRIPTION

Job Title: Guest Experience Representative

FLSA Classification: Non-Exempt

Pay Rate: $17.50/hour

Part Time: ☒ **Full Time:** ☐

Supervision Received: Position reports to the Guest Experience Lead.

Supervision Exercised: None.

Job Summary:

Under the general supervision of the Guest Experience Lead, the Guest Experience Representative welcomes guests, processes admissions and memberships, and makes sales of Gift Shop merchandise. The Representative is often the first and last point of contact for Garden guests, 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 guests with accurate Garden and Museum Hill information, and give concierge-level treatment to all guests. The Representative position demands professionalism and excellence in customer service.

Essential Responsibilities:

- Works collaboratively with other Visitor Center staff to ensure smooth and timely admissions and Gift Shop transactions.
- Maintains familiarity with Gift Shop inventory in order to assist customers effectively.
- Communicates in a welcoming and informative manner with all Garden guests and outside inquiries.
- Assists with product display, pricing, gift wrapping, and packaging items for shipping as needed.
- Supports opening and closing procedures for the Visitor Center.
- Maintains cleanliness and order in the Visitor Center, including vacuuming, sweeping, and dusting as needed.
- Collaborates with Garden staff on additional tasks and projects as needed.

Additional Responsibilities:

- Other duties as assigned by the Guest Experience Lead.
- May be required to work extra hours and/or evenings during special events.
- Attends Garden-sponsored events as appropriate.
- Represents the Garden to members, donors, and the public.
- Maintains and enhances professional knowledge in accordance with the Garden's Professional Development SOP, including participation in approved conferences, seminars, certification programs, and other continuing education activities aligned with role responsibilities and organizational priorities.

Competencies:

- Commitment to the Garden's mission.
- Warm, friendly demeanor with strong customer service skills.
- Ability to maintain professionalism under pressure.
- Clear and effective communication skills, both in person and by phone.
- Strong ability to follow detailed procedures.
- Reliable and consistent in maintaining a set schedule.
- Have a positive and motivating presence while embracing change and challenge.
- Ability to work as part of a team and to work collaboratively, as well as independently.
- Ability to establish and maintain effective relationships with co-workers, supervisors, vendors, and contractors.
- Flexibility, integrity, and the highest degree of professionalism.

Education Requirement:

- High School Diploma or GED.

Experience Requirement:

- Minimum 1 year of retail sales experience.

Preferred Knowledge, Skills, and Abilities:

- Point-of-Sale, computer, and working experience with a CRM (Altru preferred).
- Bilingual in English and Spanish preferred.

Special Requirements:

- Valid New Mexico Driver's license.
- May be required to work weekend or evening hours, and occasionally on holidays.
- Ability to successfully pass a criminal background check.

Physical Requirements:

- Must be able to lift 35 lbs.
- Must have good hearing and vision and be able to stoop/kneel/reach.
- Must be able to walk on uneven terrain and navigate stairs.

Working Environment:

- Work is performed primarily in the Visitor Center and Gift Shop, with some time spent outdoors on Garden grounds.

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 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 position title in the email subject line.

Applications will be reviewed **immediately** until the position is filled.

Our Mission: 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 https://visitsfbg.org/join-our-team/.

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