



Position Title: Garden Shop Assistant

Department: Bookstore

Full or Part Time: Part-Time or Full-Time

Regular or Temporary: Regular

Exempt or Non-Exempt: Non-exempt

Salary: \$27.00 - 28.00 per hour

ABOUT THE GARDENS OF GOLDEN GATE PARK

The mission of Gardens of Golden Gate Park is to connect people to plants, the planet, and each other.

Gardens of Golden Gate Park is a public/private partnership between the San Francisco Recreation & Park Department and the San Francisco Botanical Garden Society (SFBGS) to jointly operate the Conservatory of Flowers, Japanese Tea Garden, and San Francisco Botanical Garden. A Lease & Management Agreement between RPD and SFBGS, approved by both the Recreation & Park Commission and the Board of Supervisors, sets the terms of the partnership. The agreement is a cooperative management agreement that outlines the roles and responsibilities for each partner.

Key areas of responsibility for SFBGS include volunteer engagement, education, visitor experience, philanthropy, membership, marketing, and other functions. RPD has primary responsibility for horticulture and facility management and maintenance, master planning and capital improvements conducted in collaboration with SFBGS, as well as other functions. Together, RPD and SFBGS collaborate on collections management within the Gardens.

The Conservatory of Flowers is a national, state, and local landmark and a place of exceptional beauty. Built in 1879, the Conservatory was the first formal structure erected in Golden Gate Park and remains an internationally renowned icon, displaying and cultivating unusual plants to heighten awareness of the pressing need to preserve threatened rainforest environments.

The Japanese Tea Garden is the oldest operating public Japanese garden in North America. This garden provides visitors from around the world with an opportunity to experience the natural beauty, tranquility, and harmony of a Japanese-style garden and was originally created as an exhibit for the 1894 California Midwinter International Exposition.

San Francisco Botanical Garden opened in 1940 and is a 55-acre living museum within Golden Gate Park, showcasing 8,000 different kinds of plants from around the world. San Francisco's oceanic climate with cool dry summers, mild wet winters, and presence of fog allows the Garden to grow a diverse array of species from around the world.

POSITION SUMMARY

The Garden Shop Assistant works at the Botanical Garden Bookstore, the Botanical Garden Plant Shop, and the shops at the Conservatory of Flowers. This position shows a passion for gardens or the natural world and brings this experience to the public through their knowledge of the books, products and plants offered in the shops.

This position engages directly with visitors and plays a critical role in creating a good first impression as well as excellent overall visitor experience. Their focus is to create a warm and welcoming space for visitors, staff and volunteers as well as support broader institutional efforts and maximize revenue. The onsite shops are open seven days a week 10am-4pm and the Botanical Garden also hosts an online store.

These shops are setup outdoors on a daily basis. The Garden Shop Assistant is in charge of operating the Garden Shops, as assigned. They provide exceptional customer service, generate sales, and supervise volunteers. The ideal candidate would be friendly, flexible, and creative with retail experience working with plants and/or books. The Garden Shop Assistant works both independently and part of a team that includes the Retail Manager, the Plant Shop Coordinator, other Garden Assistants, and volunteers. The GGGP retail department is small but mighty, and hands-on participation is needed. We are part of the Visitor Experience team and function within the larger nonprofit organization, but we still have the spirit of an independent bookstore. We are interested in folks with diverse interests and skill sets.

RESPONSIBILITIES

- Open, operate, and close the bookstore or shops 2-3 shifts per week, with some scheduling flexibility
- Generate sales through authentic interactions
- Provide exceptional customer service and visitor experience
- Supervise and support volunteers at bookstore and plant shops
- Set-up and break down outdoor shops daily
- Organize store merchandise and displays
- Creative and pro-active problem-solving
- Assist Bookstore Manager with daily inventory operations such as receiving, stocking, organizing, and special projects
- Support online shop by fulfilling online sales and maintaining online store inventory
- Execute sales using Apple products and Square for retail and dashboard
- Maintain department-wide communications using Microsoft Office suite and Google office suite
- Able to multi-task in a variety of different settings
- Willing to answer scheduling requests promptly

QUALIFICATIONS

- Retail experience, preferably in book and/or plant sales
- Exceptional customer service skills and genuine enthusiasm for engaging visitors and members
- Highly communicative, with excellent written and oral communications skills
- Excellent organizational skills and willingness to get hands dirty
- Self-motivated and collaborative, with ability to work alone and part of a team
- Independent and creative with interest in gaining experience and growing into role
- Able to stay calm under pressure and adapt easily to changing situations and priorities, strong professional judgment and work ethic
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills
- Experience with online stores, photography, and social media a plus
- Proficiency with Microsoft Office and Google suites

ENVIRONMENT

- Open to schedule changes, providing coverage for teammates, and helping cover some of shared holiday calendar
- Must be comfortable working outside year-round, in all weather

- Must be able to engage in a range of physical motions, including standing or sitting at a desk or computer, climbing stairs, and walking (sometimes on uneven surfaces) or working outside in varying weather conditions for extended periods of time, including pushing and hauling carts
- Must be able to lift/carry up to 40 pounds

HOW TO APPLY: go to - <https://recruiting.paylocity.com/recruiting/jobs/All/99885d66-fdde-45ea-b169-b55cfb505be0/Gardens-of-Golden-Gate-Park> or email jobs@gggp.org

Pre-employment requires a clear background check and reference checks.

We are an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability, genetic information or any other category protected by law.

