

# GARDENS OF GOLDEN GATE PARK

**Position Title:** Visitor Experience Lead

**Hours:** Full-time or Part-time (20-hour workweek)

**Role Classification:** Regular w/ Benefits

**Exemption:** Non-Exempt

**Reports to:** Visitor Experience Manager

**Salary:** \$18.67 - \$24.00 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 (RPD) 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 is responsible for horticulture and facility management and maintenance, master planning and capital improvements conducted with SFBGS, and 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's Visitor Experience team is the face of the Garden welcoming, orienting, and assisting Garden visitors in a friendly and positive manner. The team efficiently facilitates general admission ticket and membership transactions and graciously answers inquiries for information about the Garden's collections, programs, and other offerings.

The Visitor Experience Lead has a key role in supporting the Visitor Experience Team. Our goal is to encourage every visitor to return and engage more deeply with the opportunities the Garden offers, including becoming a volunteer, member, and donor.

The Visitor Experience Lead works closely with and reports to the Manager of Visitor Experience and is responsible for daily support to the Visitor Experience team. This is a combination of office work as well as providing breaks for the Visitor Experience Staff. The Visitor Experience Lead is also vital in assisting with visitor issues and keeping the gardens safe and enjoyable for all on a daily basis. This role works closely with the Manager of Visitor Experience to identify any points where we can improve our processes to better the experience of our visitors and team members alike.

## **PRIMARY RESPONSIBILITIES**

- Responsible as a keyholder to open and close the Gardens of Golden Gate Park each day.
- On-site Lead for the Gardens of Golden Gate Park and execution of daily procedures at each of the three gardens.
- Operates as the on duty contact for the Manager On Duty (MOD) when an MOD is not on-site.
- Ensure that Visitor Experience team is operating as expected each day and has all they complete their duties.
- Oversee and ensure that visitors have positive interactions with our Visitor Experience Team and communicating with the Manager of Visitor Experience about any negative interactions.
- Assists in maintaining good flow of visitors into and out of our gardens with efficiency.

- Count and log cash flow daily and inform Visitor Experience Manager of any cash discrepancies or needs.
- Ensure the highest level of visitor satisfaction by delivering platinum level service and responding to visitor requests in a prompt and professional manner.
- Other duties as needed.

## **EXPERIENCE & QUALIFICATIONS**

- Excellent organizational skills.
- Excellent written and verbal communication skills
- Strong professional judgment and work ethic.
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills.
- Willing to take hands-on approach.

## **ADDITIONAL EXPECTATIONS**

- Willingness to accommodate a flexible work schedule, including evenings, weekends, and travel between sites.
- Able to engage in a range of physical motions, including prolonged standing or sitting at a desk, light lifting, climbing stairs, and occasionally working in varying weather conditions.

**FOR ADDITIONAL INFORMATION AND TO APPLY:** Complete application with attached cover letter at <https://recruiting.paylocity.com/recruiting/jobs/All/99885d66-fdde-45ea-b169-b55cfb505be0/Gardens-of-Golden-Gate-Park>

**Gardens of Golden Gate Park is an equal opportunity employer and encourages candidates with diverse backgrounds and experiences to apply.**

**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.**