

GARDENS OF GOLDEN GATE PARK

Position Title: Visitor Experience Associate

Hours: Full-time (30-hour workweek; Thursday–Tuesday)

Role Classification: Regular w/ Benefits

Exemption: Non-Exempt

Reports to: Visitor Experience Manager

Salary: \$21.00 - \$ 21.56 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 Visitor Experience Associate reports to the Visitor Experience Manager and works closely with the Visitor Experience Lead. This position is responsible for accurately transacting GGGP ticket sales, membership sales and providing visitors with exceptional customer service including sharing daily highlights, public programs as well as volunteer, member, and donor opportunities. This position is expected to follow procedures and training materials as provided. This position responds to visitor questions and ensures that Leads and Managers are informed.

RESPONSIBILITIES

- Welcome all Visitors in an authentic friendly and helpful manner.
- Process all visitor ticketing requests at GGGP using Square and Patron Manager.
- Support Membership sales goals by offering GGGP memberships to Visitors.
- Answer visitor questions regarding the GGGP or advise of appropriate contact person and method.
- Learn and maintain a working knowledge of the collections and history of the GGGP and Golden Gate Park proper.
- Total, balance, and reconcile daily shift cash drawer.
- Attend all Visitor Experience meetings.
- Work cooperatively with other GGGP departments and volunteers as needed.
- Supports GGGP special event admissions as needed.
- Other duties as assigned.

QUALIFICATIONS & EXPECTATIONS

- 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.
- Since our organization is open year-round (Sunday–Saturday), current scheduling needs focus on coverage from Thursday–Tuesday, with weekends included.
- 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.

