

Position Title: Garden Shop Assistant

Hours: Part-time (up to 20-hour workweek)

Role Classification: Regular, Part-time

Exemption: Non-Exempt

Reports to: Retail Manager

Salary: \$27.00 - \$28.00 per hour

ABOUT THE GARDENS OF GOLDEN GATE PARK

The Gardens of Golden Gate Park unite three historic gardens—the landmark Conservatory of Flowers (1879), the Japanese Tea Garden (1894), and the 55-acre San Francisco Botanical Garden (1940)—featuring more than 10,000 different kinds of plants from around the world, from rare orchids and cloud forest species to California native plants and serene Japanese landscapes.

Our pioneering public-private partnership between the San Francisco Recreation & Parks Department and San Francisco Botanical Garden Society combines the city's expertise in horticulture and facilities with the nonprofit's strengths in visitor experience, education, philanthropy, membership, marketing, curatorial services, interpretation, and community engagement. Together, we connect people to plants, the planet, and each other, cultivating an internationally renowned destination where conservation, natural beauty, and community flourish.

Learn about our [Mission](#). Get oriented with our [Strategic Plan](#).

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 visitors directly 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 with hours changing seasonally, and we also operate an online store.

These shops are set up outdoors daily. The Garden Shop Assistant oversees operating the Garden Shops, as assigned. They provide exceptional customer service, generate sales, and supervise



CONSERVATORY
OF FLOWERS



JAPANESE
TEA GARDEN
日本庭園



SAN FRANCISCO
BOTANICAL
GARDEN

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 guest experience 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 skillsets.

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 proactive problem-solving.
- Assist Retail 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 and Google suites.
- Able to multi-task in a variety of different settings.
- Willing to answer scheduling requests promptly.

EXPERIENCE & QUALIFICATIONS

- Retail experience, preferably in plant sales and/or book 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.

ADDITIONAL EXPECTATIONS

- Weekend availability is required.
- Open to schedule changes, providing coverage for teammates, and helping cover some of shared holiday calendar dates.
- 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.

FOR ADDITIONAL INFORMATION AND TO APPLY: Complete application with attached cover letter - [Apply Through Here](#)

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.