



## **Job Description**

Title: Visitor Services Associate – 2022 Season

Department: Volunteer

Reports to: Volunteer Coordinator and Executive Director

Status: Part-time

Hours: Saturday and Sunday 4-hour shifts 10 am to 2 pm or 12 pm to 4 pm

Kruckeberg Botanic Garden is seeking support for the daily operations of the garden during the spring and summer seasons. One or more volunteers can fill this position. A six-month commitment of at least one four-hour shift per weekend is required, with some flexibility to trade shifts with other volunteers. Commitment to a schedule is critical to the success of this position. A staff member will be on site. Visitor Services Associate receives a 30% discount on nursery purchases.

## **Duties and Responsibilities**

1. Welcome visitors as the first point of contact during hours of operation
2. Ensure a memorable visitor experience by implementing best practices of customer service
3. Orient visitors with a site map, parking area, and garden rules of etiquette
4. Maintain a high level of interaction with visitors to address inquiries and educate the public on the history, site-specific facts, programs, volunteering, and membership
5. Monitor the site during hours of operation
6. Assist with retail purchases and sales information
7. Perform light maintenance and watering as needed

## **Basic Qualifications**

- Must be able to work weekend days (March thru October)
- Able to work on a schedule that meets the needs of Kruckeberg Botanic Garden
- Some knowledge about native and ornamental plants is preferred
- Must be cheerful, friendly, professional, courteous, and able to work independently
- Previous experience in customer service and familiarity with Square Point-of-Sale a plus
- Must be 18 years of age
- Vaccination and booster required
- Must pass Washington State background check