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Title

Visitor Services Manager

Reports to

Visitor Services Senior Director

Status

Full-Time, Non-Exempt

Salary

\$16-\$22/hour

The Visitor Services Manager serves as the first point of contact with the Idaho Botanical Garden and its guests. The primary roles include managing, training, and overseeing general visitor services operations and coordinating staff, as well as processing admissions into the Garden in the admissions kiosk, information station, and admin front desk while conveying the benefits of Garden memberships to each guest. This position also provides support to volunteers, education, and event staff as needed.

Responsibilities

- Working hours ranging from 8:30 a.m. to as late as 9:00 p.m. on specified evenings, including weekends and some holidays
- Opening and closing the admissions kiosk, accepting guests for daily admission and events, following outlined procedures and ensuring that the Kiosk till balances accurately at the end of each shift
- Checking in field trip and tour groups
- Answering a multi-line phone system and assisting in over the phone ticket sales, answering questions about the Garden and its programs
- Support event production as needed (may include computer work, packing tickets, ordering and organizing supplies)
- Support event staff during events as needed (may include interacting with volunteers, taking tickets, directing traffic, equipment set-up)
- Stock marketing areas including event displays, admission kiosks, and the administration office
- Managing Visitor Services Coordinators including scheduling, provide training, and keeping labor costs within specified annual budget
- Plan and coordinate admission processes and staffing for Garden events
- Keep admission prices and hours listings up to date and current by working with the Senior Director of Visitor Services and Marketing department.
- Consolidating daily deposits
- Manages outside vendors for cleaning of bathrooms and office spaces
- Responsible for reviewing and approving the timesheets submitted through the Inmate Worker Program.
- Office projects and other duties as assigned

Skills, Specifications, & Experience

- Positive attitude
- Ability to supervise and train staff
- Exceptional customer service skills dealing with a varied and diverse public
- Ability to multi-task
- Excellent communication skills
- Basic Microsoft office skills
- Ability to learn specialized software such as Volgistics and Altru

Requirements

- High School Diploma or GED equivalent
- Previous customer service/cash handling experience preferred
- 1 year of management experience preferred

To Apply

Please submit resume and cover letter for review to

hire@idahobotanicalgarden.org

It is understood that this job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by the Membership Sales Associate within this job, but this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position