



Visitor Services Associate, part-time, hourly, seasonal

The Zilker Botanical Garden Conservancy is a growing nonprofit seeking to expand wellness, education, and conservation efforts at Zilker Botanical Garden. Our mission is to cultivate community and foster life-long learning that inspires an appreciation of the botanical world.

The Visitor Services Associate position is the first one that visitors see upon entering. This all-weather position processes and rings up admissions, assists guests with wayfinding, and opens and closes the gates.

Pay: \$15/hr

Job Type: Part-time, hourly (15-25 hours/week), seasonal

Schedule: Morning shift, afternoon shift, weekends, holidays

Work location: In-person

Essential Duties and Functions

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following

- Warmly welcome guests to the Zilker Botanical Garden
- Accurately record and process Garden admissions
- Answer questions from guests
- Responsible for opening the admissions booth and entry gate at the start of the day and closing, securing at the end of the day
- Demonstrate regular and punctual attendance
- Must be available 15-25 hours per week with weekend availability
- Work outdoors in all weather conditions
- Stay informed of garden events and programs and direct guests accordingly
- Advocate for and steward the mission of the conservancy to all guests as appropriate

Requirements

- Reliable transportation and a valid driver's license or ID
- Basic knowledge of the Zilker Botanical Garden
- Ability to communicate effectively and interact cooperatively with visitors and co-workers
- Experience interacting with the public and handling questions in a professional manner

ZILKER BOTANICAL GARDEN CONSERVANCY

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- Customer service experience
- Excellent interpersonal skills
- Confident and outgoing customer service demeanor
- Ability to work weekdays and weekends during garden hours. Evenings and extended hours may be required during peak times and special events.
- Capacity to manage interruptions and ability to multitask effectively

Preferred Qualifications

- Two years experience with point-of-sale (POS) software and equipment
- Experience processing credit card payments
- Museum or public garden experience
- Flexibility in adapting to changing priorities
- Experience with detail-oriented procedures
- Bilingual (English/Spanish) is advantageous

Send resume to: info@zbgconservancy.org with a cover letter explaining why you would like to work here and the answer to these questions:

What are 2-3 dates and time ranges that you could do an interview?

What is your availability?

Are you authorized to work in the United States?

This position is part-time. A criminal history background check is required for all candidates under consideration. Zilker Botanical Garden is an Equal Opportunity Employer. All qualified applicants will receive considerations for employment without regard to race, color, religion, gender, national origin, age, disability, or veteran status.