



TITLE: Visitor Services

REPORTS TO: Program Director

SUMMARY: Responsibilities include processing Garden admission, staffing the Visitor Center and interacting with visitors to promote the garden and answer any questions about the materials on display. Additional responsibilities include roaming the Garden to answer questions for visitors. **Shifts are 11:45am – 5:45pm.** The Garden is open Wednesday through Sunday from 12:00-5:30pm. On weekends, we will try to have two volunteers for each shift.

DUTIES AND RESPONSIBILITIES:

- Answer visitors' questions about the garden
- Manage admission into garden
- Give out brochures for self guided tours
- Handle sales in small gift shop
- Encourage visitors to sign up for free e-newsletter or to volunteer
- Promote and sell garden memberships
- Proactively engage visitors in the garden, serving as an ad-hoc tour guide to individuals and small groups
- Create a positive experience for visitors

QUALIFICATIONS:

- Must complete volunteer training or be trained on an individual basis
- High level of integrity and responsibility working with cash and credit card sales
- Some sales experience preferred
- An interest in Chinese culture, language and/or horticulture is preferred
- Strong verbal and personal skills

TO APPLY: Please visit our website at www.seattlechinesegarden.org and click on the volunteering link to fill out the on-line form. Please email info@seattlechinesegarden.org with any questions.

Location and office hours: The office is located at the north side of South Seattle Community College. The office is open from 10 to 5:00 Monday through Friday.

The Seattle Chinese Garden Society is an equal opportunity employer and is committed to the belief that each individual is entitled to equal employment opportunity.