Position Title: Visitor's Center Associate  
Reports To: Visitor Center Manager  
Job Category: Full-time, part-time  
Salary: Hourly based on experience, excellent benefits  

JOB DESCRIPTION

Boyce Thompson Arboretum seeks an experienced and energetic sales assistant to provide retail and membership sales and customer service support for special events and tours. They should have strong interpersonal skills and the ability to work with a wide range of visitors. The ideal candidate must be self-motivated, professional, and have excellent telephone skills.  
Must be able to work weekends.

DUTIES AND RESPONSIBILITIES

- Provide services to visitors, volunteers, and staff concerning BTA activities and sales
- Retail sales in gift shop and Membership sales and processing in membership office
- Customer service support for general visitors, tour and special event attendees
- Provide telephone and radio support to staff and visitors
- Ensure gift shop and Visitor Center cleanliness and orderliness
- Counts and balances cash drawers, safe, and receipts
- Stocks shelves and counters with merchandise in orderly appearance
- Ability to prioritize, multitask and work independently or with minimal supervision during busy seasonal conditions
- Perform assigned tasks to specifications of Supervisor
- Other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent interpersonal and customer service skills
- Strong written and verbal communication skills
- 2 years’ experience in retail sales, office administration, stocking, or equivalent
- Knowledge of basic arithmetic, computers, point of sale, spreadsheets, office equipment etc.
- Ability to effectively communicate with Supervisors and other Staff or Volunteers

Preferred but not required:

- Familiarity with Boyce Thompson Arboretum or BTA Member
- Basic knowledge of desert plants and/or landscaping

Boyce Thompson Arboretum (BTA), an independent non-profit organization, is located just outside of Phoenix, Arizona. At 343 acres, it is the largest and oldest botanical garden in the state of Arizona, and holds a collection of 3,900 species. The Arboretum brings together plants from the world’s varied deserts and dry lands, displaying them alongside native Sonoran Desert vegetation in the stunning Superstition Mountains. BTA is an equal opportunity employer.

www.btarboretum.org.

Please submit resume to Lynnea Spencer at Lynnea.Spencer@btarboretum.org