



Gift Shop Retail & Hospitality Associate

Hours: Flexible Part-Time 0-19hrs. /wk. must be available weekends

Compensation: \$17.00/hr.

Benefits: Position does not offer health insurance, investment options or paid personal time.

Number available:

Olbrich Botanical Gardens is home to 16 acres of outdoor display gardens and a 10,000 square foot tropical conservatory. The outdoor gardens include 10 unique specialty gardens and received the 2005 National Award for Garden Excellence. Indoors, the tropical Bolz Conservatory exhibits an extraordinary collection of exotic plants and orchids complemented by colorful birds and koi. Olbrich is committed to a culture of sustainability and education so that everyone - including future generations - can experience and learn about the fascinating world of plants and gardens. Olbrich Botanical Gardens is operated through a public/private partnership between the City of Madison and the Olbrich Botanical Society, the non-profit organization that raises over \$2 million each year to support the daily operation of the Gardens.

Olbrich Botanical Gardens aspires to be a destination where all visitors, volunteers, and staff are valued and feel they belong. With conscious intent and continuous learning, Olbrich Botanical Gardens' staff, volunteers, and board will address barriers to inclusion through education, operational changes, and partnerships with the community.

The Gift Shop Retail & Hospitality Associate assists to provide an outstanding shopping and visiting experience for Olbrich Botanical Gardens' store guests. It includes exceptional customer service, inventory management, point of sale and general retail maintenance. It also requires a strong attention to detail, ability to be comfortable with a wide range of visitors and volunteers, ability to supervise volunteer staff, and the ability to work independently. Additionally, this position is a key part of Olbrich's "front of house" team.

General Responsibilities:

Hospitality

- Provide an excellent shopping experience for each guest
- Welcome, educate and assist guests as they enter
- Provide general information about the visit, assist in enforcing rules and regulations, and direct guests to special programs and exhibits

Daily Operations

- Provide exemplary customer service to all guests
- Open and close the register
- Reconcile daily sales including cash.
- Prepare daily bank deposit and submit to Financial Coordinator.
- Stock and cleaning of store.

Inventory

- Assist Gift Shop Manager, Assistant Manager, and Lead Associate with inventory management using a POS system for inventory and sales.

Knowledge, Skill & Abilities

- Excellent customer service and leadership skills. Experience working with volunteers a plus!
- Excellent verbal and interpersonal skills.
- Ability to engage with guests and an enthusiasm for working with the public and OBS members.
- Proficiency with computer technology including Microsoft Office Suite, Square POS, and the ability to learn other computer programs as needed.
- Commitment to Olbrich Botanical Gardens mission.
- Ability to work on a cross-department team to provide the best solutions for the Gardens.
- Appreciation for gardening.
- Dependability and availability to adjust work schedule to include nights and weekends if necessary.
- Ability to bend, stoop, kneel and lift 25 pounds. Requires standing for up to 6 hours at a time.

Working Conditions:

Work is performed primarily in Olbrich's lobby area and is sometimes in demanding situations including: high visitor traffic, no-show volunteers, technology malfunctions, etc. Face masks required as mandated by local government.

The Organization has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Organization reserves the right to change this position description and/or assign tasks for the employee to perform, as the Organization may deem appropriate.

Application Materials

Submit your cover letter, resume, and a completed [OBS application form](#) to:

Sarah Wilcox, Gift Shop Manager

Email: swilcox@cityofmadison.com

US Mail/FedEx/UPS:

Olbrich Botanical Gardens
Attn: Sarah Wilcox
3330 Atwood Avenue
Madison, WI 53704