

Visitor Operations Manager

Matthaei Botanical Gardens and Nichols Arboretum

Are you passionate about plants and the planet? Do you have experience and enthusiasm in retail management, merchandising, events planning or customer service? We have a rewarding opportunity for you!

Job description:

- You'll work with your team to attract more and more visitors to our sites, and give them such a fantastic experience when they get here – from the gift shop to the gardens to the parking lot – that they want to come back again and again – and spend money while they're here
- You'll maximize revenue-earning potential of our visitor operation, creating a clear and attainable vision for all staff and visitors
- You'll be directly responsible for creating and managing a fantastic destination garden shop – something so unique and exciting, people will come here for the shop alone – you (and your team) will create a theme consistent with MBGNA's mission, select the merchandize, display it, inventory it, and monitor/maximize sales
- You'll supervise our events staff – the two people who rent our spaces to outside groups, and also put on the great MBGNA events that attract and engage visitors
- You'll supervise the visitor services volunteers, student employees and part-time customer service representatives/cashiers
- You'll supervise the custodial team who help make our place clean and welcoming to visitors
- You'll work together with other MBGNA teams to find opportunities to deepen visitors' connection with our organization – with our membership coordinator to find opportunities to encourage visitors to join; with our volunteer coordinator to awaken visitors to volunteer opportunities
- Your team are the customer service stars of our organization – they are the front line folks who really know what's happening and are happy to help our visitors find out more. You'll always be looking to improve the way we develop and deliver information to each other and our visitors

Qualifications:

- Dedicated to providing exceptional customer service
- Detail-oriented with strong financial and inventory skills
- 3 to 5 years retail or hospitality experience, including merchandizing
- Successful supervisory experience a must:
 - Team builder and team player
 - Communicates a vision
 - Gives and takes constructive criticism
 - Provides guidance, direction and accountability
 - Orderly, detailed and on-task
- Enthusiasm for enhancing MBGNA's reputation as a great place to visit, and ability to develop a strategy for this purpose

- Experience volunteering - and motivating volunteers - a plus
- Excellent interpersonal communication skills, written and verbal
- Passionate about retail, events and great customer service
- Enthusiasm for plants and the planet and the people who love them
- Able to work in a fast-paced environment and in occasionally stressful situations while maintaining a positive attitude
- Flexible schedule with ability to work evenings and weekends

To apply for this position, please send resume and cover to:

Karen Sikkenga, Associate Director
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Ann Arbor, MI 48105

www.mbgna.umich.edu