



**Position Title:** Visitor Experience Ranger

**Reports To:** Senior Manager of Visitor Experience

**Most Recent Revision Date:** March 2017

**Position Scope:**

The Visitor Experience Ranger works under the direction of the Senior Manager of Visitor Experience as part of the Visitor Experience Department to oversee public engagement and visitor services at the Visitor Center welcome desk. The VER supervises Welcome Desk Ambassadors to ensure world-class hospitality. The VER is highly collaborative and works with all other SFPC teams to ensure timely and accurate communication to visitors and is a liaison for visitor needs to all other teammates.

**Essential Functions:**

- Support Visitor Surveys and feedback programs
- Collaborate with Visitor Experience Coordinator to ensure consistent Welcome Desk coverage
- Interpret SFPC's mission by engaging volunteer groups, schools, community organizations, etc.
- Assist with special event and program set-up
- Coordinate with Operations Team to ensure positive visitor experience in a clean, green, safe park
- Serve as liaison to Park Patrol and other law enforcement, with focus on visitor experience
- Support the development of the Park's safety plan
- Coordinate with Sales Team to ensure excellent customer experience for rentals at VC and in pavilions, and to provide rental information to inquiring customers
- Coordinate with Marketing team on promotional materials and information
- Coordinate with Development Team to facilitate membership sales at Welcome Desk

**Knowledge, Skills & Ability Requirements**

- 1-3 years proven relevant work experience in an equivalent position
- Excellent communications and critical listening skills
- Strong verbal communication skills that balance professionalism, diplomacy and compassion
- Ability to work nights, weekends and holidays as needed
- Fluency in Spanish preferred
- Flexible, positive, hospitable
- Very strong understanding of and commitment to the mission, vision and culture of SFPC
- Proficiency in Microsoft Office programs, including Word, Excel, and PowerPoint. Experience in Gmail, Google Apps, SmartSheets, and NetSuite a plus.

**Personal Qualities**

- Demonstrates values of collaboration, accountability, authenticity, trust and learning
- Commitment to the consistent production of high quality, detailed work
- Organizes, plans, and schedules in an efficient, productive manner
- Manages stress in a fast-paced, changing organization
- Collaborates with people of different races, backgrounds, experiences and educational levels
- Elicits confidence and builds rapport
- Enthusiastic, dependable, self-motivated, and self-aware

To apply, email resume and completed job application to [jobs@shelbyfarmspark.org](mailto:jobs@shelbyfarmspark.org). Include Position Title in subject line. Job application can be found at [www.shelbyfarmspark.org/jobs](http://www.shelbyfarmspark.org/jobs).