

**National Tropical Botanical Garden
Retail and Guest Services Manager
South Shore Gardens**

JOB POSTING

The National Tropical Botanical Garden is growing our ohana. We have an immediate opening for a full time Retail and Guest Services Manager. This position will be responsible for all daily operations of the front end of the Visitor Program. Candidate must be able to provide balance between high quality customer service to visitors, accurate interpretation of all Tour/Visitor Program offerings, and meeting sales and profit margin expectations of the tour and retail (gift shop) operations.

The ideal candidate will have a minimum of 5 years experience in the retail industry with management oversight responsibilities. Demonstrated experience outlining strong organizational and computer skills; hiring and training staff; extensive cashiering and point of sales (POS) experience; customer service; vendor relations; merchandising; inventory control; as well as the proven ability to comply with applicable regulations is required. Familiarity with FareHarbor, Square Retail and online retail platforms is a plus.

Must be able to physically perform tasks and work flexible shifts. Requires high energy and excellent interpersonal skills. Ability to operate in a fast paced constantly changing environment autonomously as well as a team player is essential.

Deadline to submit: Open until filled

Submit Letter of Interest and Resume to:

Email: hr@ntbg.org or Fax: (808) 332-9765

Postal Mail/In Person:

Human Resources - Headquarters
National Tropical Botanical Garden
3530 Papalina Road
Kalāheo, HI 96741

For more information please contact Human Resources (808) 332-7324, Ext. 229

Applications are available from the NTBG website: <https://ntbg.org/about/jobs/>

An Equal Opportunity Employer/Pre-Employment Drug Screening Required

June 17, 2021