



Visitor Program Associate

Kahanu Garden and Preserve

Description:

This two-day (16 hours a week) position will primarily work in the Visitor/Education Center and within Kahanu Garden. The main purpose of this position is to ensure the work and mission of the National Tropical Botanical Garden (NTBG) is properly communicated to guests, education groups, volunteers, and members of the community. Visitor Program associates are ambassadors, and will become effective advocates for the conservation of plants, natural areas, biocultural diversity and perpetuation of cultural knowledge.

This position will also be responsible for conducting tour, retail, and NTBG membership sales.

Duties include:

- Provide orientation and interaction with all who enter Kahanu Garden. Share important information about the organization, cultural sites, plant conservation, and safety in the garden.
- Conduct guided tours.
- Assist in management of inventory of the Kahanu Garden Visitor/Education Center including suggestion of new products, identifying low inventory, updating product displays, product pricing and labeling, and other duties as needed.
- Work directly with Administrative Assistant to identify and purchase inventory and equipment needed for Visitor Program in line with annual budget allocations.
- Book self-guided and guided tours, present the opportunity and benefits of NTBG memberships as well as retail sales.
- Work with Kahanu Garden's Administrative Assistant to properly complete paperwork as it relates to volunteers, visiting school groups and those requesting to conduct commercial photography in the garden.
- Transmit information about potential high level support to NTBG Development staff and the garden director.

- Maintain a clean environment, ensuring there are sufficient supplies and contribute toward keeping the Visitor/Education Center, restrooms, and signage in the garden clean and presentable.
- Assist appropriate Kahanu Garden staff to conduct special events and outreach with prior approval.
- Ensure the Kahanu Garden Visitor/Education Center, restrooms and other visitor areas are clean and maintained. Collaborate with mālama 'āina staff to assist in greater maintenance and landscape projects as requested by supervisor.
- This position reports to the Director of Kahanu Garden and Preserve

Skills/Qualifications

- Strong communication skills are essential.
- Willingness to speak to small or larger groups (2-20 people) representing a diverse range of ages and ethnicities.
- In depth knowledge of Hawaiian culture. Patient and flexible with all levels of understanding cultural and natural resources.
- Knowledge of Maui's history and evolution from a natural place, to arrival of Polynesians, introduction of western civilization, to present day.
- Must be available on **Saturdays**, holidays and have a flexible schedule.
- Practical or formal training in biology or botany, and Hawaiian culture and history is ideal.
- Retail and/or the visitor industry experience is recommended.
- Must have **own transportation** capable of rough road.
- Must call to adjust tour appointments if there is need for cancel, reschedule or changes.
- Must maintain positive relationships with other Kahanu Garden and NTBG staff.
- Must be able to use an Ipad with applications such as Square and Fareharbor. Ideal candidates have working knowledge of Microsoft Office suite, Google suite (gmail, google calendars etc) and appropriate internet browsers.

Physical Demands:

- While performing the duties of this job, the employee is regularly required to stand and sit for long periods of time, walk, talk, see and hear. The employee is frequently required to use hands to finger, handle or feel, and frequently reach with hands and arms. The employee is also required to walk all trails within the garden and preserve. The position occasionally requires employee to lift up to 40 pounds.

Work Environment:

- Indoors and Outdoors in highly variable weather conditions. The noise level is usually moderate.
- Honomā'ele gulch (Kawaikau), an intermittent stream floods at times, sometimes with little warning. In these cases, "rain out" days prevent staff from reporting to work.