



4001 S. Woody Mountain Road
Flagstaff, AZ 86005
928.774.1442
thearb.org

Job Title: Naturalist and Visitor Services Manager

Classification: Full-time; Non-exempt (hourly)

Reports to: Executive Director

Date: February 5th, 2025

About Us

Surrounded by ponderosa forest at 7,150 feet in elevation with spectacular views of the San Francisco Peaks, The Arboretum at Flagstaff is a unique destination, specializing in increasing the understanding, appreciation and conservation of plants native to the Colorado Plateau. Home to 750 species of plants, the beautiful 200-acre property consists of gardens, greenhouses, and woodland trails that are family and pet friendly. The Arboretum also hosts a number of special events, plant sales, concerts, wedding and facility rentals, youth and adult classes as well as features local artist works in our gift shop. For more information, see thearb.org.

Position Description

The Naturalist and Visitor Services Manager plans, directs, and carries out the management and programmatic offerings of the Arboretum at Flagstaff's visitor center and provides related special event support as needed.

Primary duties include:

Naturalist/Visitor Center Management

- Leads engaging tours of the Arboretum for the general public during operating hours highlighting the property's natural history and ecology of the Colorado Plateau in general.
- Provides ecological information to members of the staff, public and media. Gives/organizes workshops/lectures and writes articles for the member newsletters as well as community publications as needed.
- Facilitates the volunteer docent program.
- Hires, trains, and manages 2-3 seasonal front desk staff to share 40 hours per week.
- Provides courteous customer service related to visitor questions, complaints, and feedback.
- Covers the front desk when seasonal staff are absent.
- Selects, orders and displays all gift shop inventory within allotted budget including snacks, beverages, branded items (shirts, mugs, etc.), and other merchandise.
- Works with local and national vendors and attends markets as needed to offer mission-related and profitable merchandise through appropriate mark up.

- Adds inventory to Clover Point of Sale system under correct categories; ensures all “at the door” special events/programs ticket sales are categorized correctly in Clover.
- Serves as the point of contact for consignment partners; processes monthly payments with bookkeeper and sends checks to partners; provides end of season sales summaries to consignment partners.
- Closes out the gift shop at season end; inventories Arboretum merchandise and arranges for consignment pick-up.
- Accounting: processes daily cash log and prepares bank deposits for the Executive Director.
- Promotes gift shop merchandise as needed in member newsletters and other digital marketing efforts; processes website gift shop sales.
- Maintains Arboretum yearly attendance sheet and reporting for Culture Pass and Museums for All programs.
- Ensures clear and proper signage, maps and interpretive materials for the grounds and exhibit hall; creates additional materials as needed.

Special Events/Program Support

- Works with staff, volunteers, instructors, musicians, vendors, and planning committees to organize, coordinate and carry out special events/programs including:
 - Summer Concert Series
 - Plant Sales
 - Summer Garden Party annual fundraising gala
 - Mother’s Day at the Arb, Pollinator Fest and Pumpkin Walk
 - Botanical Blacksmith Exhibit
 - Youth summer camps and school field trips
 - Raptor talks, wildflower and bird walks, garden/ecological workshops/lectures at The Arboretum
- Prints will call lists for ticketed events and coordinates “will call” services at events/programs.
- Works with the Executive Director on budgets for each event and associated payments to vendors, musicians, and instructors as needed.
- Obtains liquor licenses for special events as needed.
- Collaborates as needed with the Arboretum’s marketing contactors and the Executive Director on the creation and distribution of special event/program marketing materials.

Additional

- Off season work includes visitor center and event planning as well as providing support to other departments as needed.
- All other duties as assigned and/or needed to ensure The Arboretum runs efficiently.

Work Environment

This position operates in a professional office environment, off site venues and outside areas in all weather conditions. The Naturalist and Visitor Services Manager frequently lifts and/or moves objects up to 10 pounds and occasionally lifts and/or moves objects up to 50 pounds.

The Arboretum is located down 3 miles of a Forest Service dirt road that can be wash boarded, muddy, potholed and very challenging during inclement weather and between road grading. Thus, all staff must have reliable all-weather transportation.

Qualifications

We recognize that the qualifications required to excel in this position can come from a range of educational, professional and lived experiences. We strongly encourage anyone who feels passionate about this position and believes they have what it takes to succeed in this role to apply.

- College degree in the natural sciences *or* equivalent experience resulting in knowledge of horticulture, conservation, natural history, and/or ecology preferably of the Colorado Plateau.
- Passion for and experience in public speaking for environmental education required
- Prior experience in retail management and merchandising required
- Ability to apply basic mathematical concepts for monetary transactions, processing daily cash logs and preparing bank deposits
- Experience with Point of Sale Systems, Microsoft Office, and Google Suite
- Experience managing staff and working with volunteers preferred
- Good leadership, interpersonal and customer service skills
- Ability to prioritize, work independently and as part of a team in a fast-paced environment
- Strong organizational, written and verbal communication skills
- Ability to work a flexible schedule that includes regular weekends and occasional evenings
- Desire to pursue continuing education in public gardens and visitor experience
- Ability to successfully pass a criminal background check
- Must have a valid AZ Driver's License and reliable all-weather transportation

Compensation, Schedule, & Benefits

This is a full-time (35 hours per week) year-round position. During the Arboretum's open season (May-October) the Naturalist and Visitor Services Manager will work Wednesdays through Sundays. A flexible work schedule is available during the off season including reduced hours and hybrid work opportunities if desired.

Compensation range: \$20.00-\$23.00 DOE

Benefits include:

- Flexible work hours and hybrid work opportunities as appropriate to each position/season
- Generous Vacation, Sick and Holiday paid time off (PTO)
- SIMPLE IRA retirement plan with 3% match after qualifying period
- Arboretum Cliff Rose Family membership
- Discounts on merchandise, snacks and drinks in our gift shop
- Free tickets to Arb concerts
- Team building and staff appreciation events
- Continuing education opportunities

Application Instructions

To apply, send a resume, cover letter, and three references (with email and phone contact information) to: apply@thearb.org. Questions about the position can also be sent to this email address. Applications will be reviewed beginning the week of February 17th, 2025. The position will remain open until filled. Please no phone calls.

The Arboretum at Flagstaff is an equal opportunity employer.