



BUFFALO BAYOU  
PARTNERSHIP

Job Title: Visitor Center Attendant  
Reports to: Venue and Visitor Services Supervisor  
Status: Hourly, requires availability for weekend, evening, and holiday shifts

### **Buffalo Bayou Partnership**

Buffalo Bayou Partnership (BBP) is overseeing major enhancement of Buffalo Bayou-Park Shepherd to Sabine, a 2.3-mile, 160-acre city park just west of downtown Houston. A private non-profit organization, BBP will be maintaining and operating the high profile public park under a long term contract with the City of Houston, Harris County Flood Control District and the Downtown Tax Increment Reinvestment Zone (TIRZ) #3. This contract ensures adequate funding for planned park maintenance and operations. The park will be maintained to a high standard with a mix of traditional park activity focused on outdoor recreation and environmental stewardship along with limited events and programming.

### **Buffalo Bayou Partnership**

Founded in 1986, BBP is the non-profit organization revitalizing and transforming Buffalo Bayou, Houston's most significant natural resource. BBP protects land for future parks and trails, coordinates other natural and built bayou enhancements, and sponsors wide ranging events, boating activities and public art installations to attract Houstonians and visitors to the bayou's shores.

### **Visitor Center Attendant Position Summary**

Buffalo Bayou Park is seeking a Visitor Center Attendant for part time work (24 hours); requires availability for evening, weekend, and holiday shifts. The Visitor Center Attendant will be the first point of contact for visitors to the park, providing information about the park and Buffalo Bayou Partnership, and offering assistance with phone calls and email inquiries. The employee will be responsible for the successful daily operations of the visitor center and guest relations.

### **Duties and Responsibilities:**

- Staff the visitor center desks at the Lost Lake and Wortham Insurance Visitor Centers
- Greet, orient, and direct visitors. Be familiar with and able to discuss the park grounds, park activities, park rules, and opportunities available to visitors.
- Stock and keep inventory of all trail maps, information brochures, and collateral.
- Manage Bayou Boutique inventory and assist customers with Boutique sales.
- Be familiar with park concessionaires, their offerings, and services.
- Be familiar with Buffalo Bayou Partnership's programs, mission, and work in the area.
- Gently remind visitors of park rules and regulations.
- Answer general questions about the park, park operations, and events by phone, and/or email.
- Assist with birthday party bookings in areas nearest the visitor center.
- Assist with other duties as assigned.
- Upkeep of the visitor center space around visitor center desk during shift, including making sure lobby areas are presentable, cleaning the desk surface, refilling the brochure rack and notifying the Visitor Services Supervisor if additional maintenance is needed.

- Check surrounding facilities, including the restrooms, alert park staff of maintenance needs and/or assist with restocking cleaning.
- Assist with other duties as assigned.

### **Knowledge, Skills, and Abilities**

- Ability to understand and follow standard operating procedures
- Ability to communicate effectively with individuals of varying social and cultural backgrounds
- Ability to read, understand, and complete written and verbal requests and work assignments
- Excellent communication skills, verbal and written
- Ability to provide excellent customer service
- Must have the ability to be both friendly and authoritative
- Ability to represent the park with a high level of integrity and professionalism, adhere to park policies and support management decisions in a positive, professional manner
- Dependability, flexibility, and adaptability in a dynamic environment
- Must be able to remain calm in stressful situations and help resolve guest complaints with tact and courtesy
- Ability to work weekends, evenings, and holidays
- Knowledgeable in standard computer applications and programs, e.g., MS Outlook, MS Word, MS Excel, and file management
- Bilingual a plus
- Knowledge of Houston parks and attractions desirable but not required

### **Required Mental and Physical Abilities**

High school diploma or GED with at least two years of customer service work experience, or any other combination of experience that provides the required knowledge, skills, and abilities may be considered.

- Must be able to lift up to 30lbs
- Work is performed in both indoor and outdoor environments.

Please submit resumes to:

Stephanie Kiouses, Venue & Visitors Services Supervisor  
Buffalo Bayou Partnership  
1013 Commerce Street, Suite 200  
Houston, Texas 77002  
[jobs@buffalobayou.org](mailto:jobs@buffalobayou.org)  
No phone calls please.

Buffalo Bayou Partnership is an Equal Opportunity Employer.