



Job Title: Buffalo Bayou Park Visitor Services Coordinator II
Status: Full-time, Exempt
Salary: \$31,200/year
Reports to: Buffalo Bayou Partnership Venue and Visitor Services Supervisor
Weekly Schedule: Open availability - Sunday through Saturday
Office Location: Buffalo Bayou Park Wortham Insurance Visitor Center

Buffalo Bayou Partnership

Founded in 1986, Buffalo Bayou Partnership (BBP) is the non-profit organization creating and stewarding welcoming parks, trails, and unique spaces, connecting Houstonians with our city's most significant natural waterway. 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.

Buffalo Bayou Park Summary

BBP oversees Buffalo Bayou Park, a 160-acre 2.3-mile green space between Shepherd Drive and Sabine Street just outside downtown Houston. The organization maintains and operates the park under a long-term contract with the Downtown Tax Increment Reinvestment Zone (TIRZ) #3. The park has a mix of activities focused on outdoor recreational and environmental stewardship. In addition, the park is the site for:

- Numerous events and festivals
- Revenue-generated amenities and concessions
- A visitor center and special event spaces
- Temporary art space that features installations by internationally known artists

Buffalo Bayou Park Visitor Services Coordinator II

- The coordinator holds duties throughout Buffalo Bayou Park. Working closely with the Venue and Visitor Services Supervisor, this position takes the lead in the Bayou Boutique operations. This position also supports the venue, permit and Cistern coordinators in the performance of their activities.

Duties and Responsibilities

- Take the lead role in Bayou Boutique operations:
 - Lead merchandise/inventory management, operational reporting, and team training
 - Develop and manage inventory control processes.
 - Identify/develop new products considering current and upcoming programs.
 - Maintain a clean, welcoming, and well-stocked boutique.
 - Keep the boutique website content current and pertinent.
 - Manage all online inquiries and orders
- Support Cistern tour guides as needed: Selling tickets, checking in guests, and leading history and art tours of the Cistern following given script and tour protocols

- Staffing the Visitor Center, answering phones, assisting customers, and providing visitor services as needed
- Translate Visitor Center documents from English to Spanish and vice versa
- Lead Spanish language Visitor Center tours and other events as requested.
- Assist in the execution of BBP programming at Buffalo Bayou Park and other special events
- Assist with Visitor Center Staff training activities.
- Assist in other areas and support special projects as assigned

Knowledge and Skills

- Ability to represent the park with a high level of integrity and professionalism
- Ability to provide excellent customer service.
- Ability to be both friendly and authoritative.
- Ability to multi-task while still maintaining overall focus
- Availability to work weekends, evening hours and some holidays if necessary
- Proficiency with Microsoft office suite applications
- Ability to quickly learn and operate selected Park management applications:
 - FareHarbor and ShopKeep
- Creativity with merchandising and display arrangement
- Excellent organizational and time management skills
- Dependability, flexibility, and adaptability in an event-driven environment
- Effective communication with individuals of varying ages as well social and cultural backgrounds
- Ability to remain calm in stressful situations and able to resolve conflicts with tact and courtesy
- Fluency (written/spoken) in the Spanish and English languages

Required Education and Experience and Physical Abilities

- Must be able to lift 45lbs (furniture, heavy signs, etc.)
- Must be able to talk and walk backwards while leading a group of up to 49 people around a one-quarter mile dimly lit walkway
- Must be able to perform work tasks in both indoor and outdoor environments
- Retail, or customer service work experience, or any other combination of education and experience that provides the required knowledge, skills, and abilities may be considered

Please submit resumes to:

Alison Duran, Venue & Visitor Services Supervisor, Buffalo Bayou Partnership

105 Sabine Street Houston, Texas 77007

aduran@buffalobayou.org

Buffalo Bayou Partnership is an Equal Opportunity Employer