



Buffalo Bayou Partnership

Position Announcement:

Buffalo Bayou Park Visitor Services Coordinator (bilingual)

Reports to: Director of Venue and Visitor Services
Classification: Full-Time, Exempt
Office Location: Wortham Insurance Visitors Center
105-B Sabine Street, Houston TX 77007

Buffalo Bayou Partnership

Established in 1986, Buffalo Bayou Partnership (BBP) is the non-profit organization creating and stewarding welcoming parks, trails, and unique spaces, connecting Houstonians with the city's most significant natural waterway. The organization's focus is the 10-mile stretch of the bayou that flows from Shepherd Drive, through the heart of downtown and the East End, and on to the Port of Houston Turning Basin. In addition to spearheading award-winning green spaces such as Buffalo Bayou Park, BBP also operates comprehensive green space and waterway maintenance programs and engages tens of thousands of visitors each year through dynamic programming, public art, volunteer events, and recreational opportunities that enrich the quality of life in Houston.

Position Summary

The **Buffalo Bayou Park Visitor Services Coordinator** works as part of a team that provides a range of services to park users. The position issues and monitors park permits; educates the public about park rules; coordinates food truck operations and scheduling; and offers tours of the Buffalo Bayou Park Cistern, a historic, decommissioned drinking water reservoir. This role also assists with venue and pavilion rentals, volleyball reservations, and visitor center activities with the overall goal of engaging and informing the community. This position requires a bilingual team member, fluent in both Spanish and English.

Duties and Responsibilities

- Provide customer service in the Buffalo Bayou Park Visitor Center including greeting guests, answering phones, helping with retail purchases, and offering visitor services as needed
- Serve as a Cistern tour guide. including selling tickets, checking in guests, and leading history and art tours following the given script and protocols
- Manage reservations for the park volleyball court and Barbara Fish Daniel Nature Play Area Pavilion and communicate and monitor set-up and break-down
- Place temporary signage throughout the park as needed
- Oversee food truck operations
- Issue and enforce park permits and educate and inform the public about park rules
- Maintain statistical and financial records for the Visitor Center

- Work cohesively with other Venue and Visitor Services staff members to support a range of programs including public events, venue rentals and boat tours

Qualifications

- Bachelor's degree or equivalent managerial and customer service experience, or a comparable combination of education and professional background that demonstrates the required knowledge, skills, and abilities may be considered
- Ability to lift 50lbs (furniture, heavy signage, and similar items)
- Fluent in written and spoken Spanish and English
- Capability to walk and speak while walking backwards leading a group of up to 49 individuals along a quarter mile, dimly lit walkway
- Capacity to perform work tasks in both indoor and outdoor environments

Abilities

- Be a collaborative team player committed to maintaining positive engagement with colleagues and the public
- Represent BBP and the park with integrity and professionalism
- Balance friendliness with authority when needed
- Manage online reservations and sales systems effectively
- Multi-task while maintaining focus and accuracy
- Demonstrate strong organizational and time management skills
- Show dependability, flexibility, and adaptability in fast-paced, event-driven settings
- Remain calm under pressure and resolve conflicts with tact and courtesy
- Work some weekends, evenings, and select holidays as required

Salary and Benefits

Buffalo Bayou Partnership offers a competitive salary and excellent benefits.

BBP is an Equal Opportunity Employer.

To Apply:

Please submit resume and cover letter to:

aduran@buffalobayou.org

Subject line: **Visitor Services Coordinator**

No phone calls please.