



# DUBUQUE ARBORETUM AND BOTANICAL GARDENS

## Visitor Center Associate

**Company:** Dubuque Arboretum and Botanical Gardens (DABG)

**Address:** 3800 Arboretum Drive, Dubuque, Iowa 52001

**Employment Type:** Seasonal – April 26<sup>th</sup> to Nov 2<sup>nd</sup>

**Hours:** Weekends – Doing either 3-8 hour shifts based on need  
and special events

**Rate:** \$8.50 per/hour

### Job Summary

The Dubuque Arboretum and Botanical Gardens is seeking a friendly, reliable, and customer-focused Visitor Center Associate to join our team. This seasonal role offers the opportunity to work in a beautiful, tranquil environment while supporting our visitors and dedicated volunteers. The Visitor Center Associate is responsible for ensuring the smooth operation of the Visitor Center, Gift Shop, and related activities during weekends.

### Job Description

#### Qualifications:

- Excellent customer service and communication skills
- Ability to work both independently and collaboratively
- Strong attention to detail and organizational skills
- Ability to remain calm and professional under pressure
- Positive, professional representation of the Gardens at all times
- Comfortable handling cash and balancing a register
- Experience with credit card machines and basic computer skills
- Friendly, approachable, and helpful demeanor
- Commitment to the mission, vision, and values of DABG

#### Essential Duties and Responsibilities:

- Open and close the Gift Shop and Visitor Center following established procedures
- Process memberships, donations, and photography passes
- Ensure cleanliness and organization of the Visitor Center, Gift Shop, rental spaces, restrooms, and other public areas



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- Identify and report safety concerns or issues to appropriate personnel
- Assist guests with purchases and provide information about DABG and local attractions
- Support volunteers and staff as needed
- Assist rental and wedding guests, ensuring adherence to reservation timelines and policies
- Promote membership, donations, rentals, and volunteer opportunities
- Direct guests to online resources or appropriate staff contacts
- Stay informed about the Gardens' horticulture, exhibits, events, and programs
- Demonstrate reliability, self-motivation, and problem-solving abilities
- Maintain confidentiality of sensitive information
- Answer incoming calls to the Gift Shop
- Perform additional duties as assigned

## Supervision

The Visitor Center Associate reports directly to the Volunteer & Intern Coordinator and the Executive Director.

## Desired Conditions of Employment

- Valid driver's license
- Availability to work weekends and holidays
- CPR/AED certification is a plus
- Experience operating a cash register and credit card machine

Apply online: <https://dubuquearboretum.net/employment-application/>

\*\*\*Dubuque Arboretum & Botanical Gardens reserves the right to modify, interpret, or apply this job description in any way the company desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. This job description is not an employment contract, implied, or otherwise. The employment relationship remains "at-will".

Dubuque Arboretum & Botanical Gardens is a Drug-Free workplace and an Equal Opportunity Employer. We base all aspects of employment including the decision to hire, promote, discipline, or discharge, on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.\*\*\*