

Yew Dell Botanical Gardens Job Description

Position Title: Visitor Center Manager
Reports to: Director of Finance and Operations
Classification: Full-Time, Exempt

Date: August 2026

Position Description: Under the direction of the Director of Finance and Operations, the Visitor Center Manager supervises the general operations of the Visitor Center including buying and merchandising inventory, staff management and scheduling, and managing the POS system. This position also acts as a sales associate to sell merchandise, welcome, admit and direct guests. The Visitor Center Manager is part of a team providing an outstanding experience to our guests.

Responsibilities:

- Coordinate with all operations team managers for Yew Dell events and programs
- Responsible for purchasing, pricing and display of the gift shop merchandise
- Oversee the merchandising and décor of the Visitor Center including the Gift Shop
- Manage and schedule the Visitor Center team for the garden's open hours and events
- Manage inventory within budget to maximize sales
- Run and analyze reports including inventory, variance and quarterly reports
- Assist with Garden Gift Shop and Visitor Center policies and educate staff on those policies
- Utilize POS systems to input inventory and record sales transactions
- Stay current on Yew Dell's events and programs to provide information to staff and visitors regarding Yew Dell Botanical Garden's facilities, events and membership opportunities
- Process and manage visitor center staff to ensure cash and credit card transactions are made in an accurate and professional manner
- Reconcile daily reports, receipts and corresponding deposit
- Open and close the Visitor Center when needed
- Work with and give guidance to Visitor Center Associates and volunteers
- Monitor Yew Dell's print materials for restocking needs in the Visitor Center for a positive guest experience
- Promote a culture of teamwork and collaboration throughout department
- Other duties as assigned

Qualifications/Requirements:

- Must have an associate's degree or minimum of five years of retail management experience
- Must have buying and merchandising experience
- Excellent communication skills
- Ability to use scanner, computer and POS software
- Strong customer service skills
- Ability to work in an organized and efficient manner
- Commitment to furthering the goals of Yew Dell Botanical Gardens through creative and energetic support of the institution
- A positive attitude with staff, volunteers and visitors
- Must be willing to work non-standard hours, including nights and weekends, along with Yew Dell events as needed

To apply send your resume to:
Yew Dell Botanical Gardens
6220 Old LaGrange Road
Crestwood, KY 40014
Or email to: jobs@yewdellgardens.org



YEW DELL BOTANICAL GARDENS™