



CAROUSEL STAFF

The Carousel Staff's primary work is to provide excellent service to our customers under the purview of the Conservancy. The Conservancy employs twelve full-time staff currently and is a small agency.

This part-time position reports to the Services Manager of the Conservancy. It is an At-Will position and there is no Probationary period to the employment.

This is a new position that will create and build the synergies necessary for the Conservancy to thrive and succeed, internally and externally, while exercising critical thinking. As the five-year old Conservancy matures, this position may very well supervise additional staff in the coming years, based on the Conservancy's need and the opportunity that may present itself. This position will also attend the required trainings and staff meetings as suggested by the position Supervisor.

The listed position requirements are not inclusive of all duties and others may be assigned by the Conservancy, within reason. The typical hourly wage for this position is \$24 / hour. This is a part-time, permanent role and is not eligible for benefits.

ESSENTIAL DUTIES AND RESPONSIBILITIES

As a Carousel Staff Member, you will be responsible for the following:

- Provide friendly and helpful service to all guests consistently.
- Greet all guests around you with a smile and/or verbal greeting.
- Ensure the safety of all guests and passengers at all times, remain alert for safety issues, and elevate any safety concerns immediately to YBGC Engineering.
- Operate carousel according to standard operating procedure at all times.
- Provide a fun family atmosphere for all the guests.
- Encourage guests to visit all the campus businesses and partners.
- Complete all inspection forms neatly and consistently.
- Maintain knowledge of current events taking place at YBGC.
- Read and understand the Carousel policies and procedures.
- Understand all safety and operational responsibilities pertaining to the ride.
- Handle difficult/challenging situations with a high level of professionalism.
- Contact a YBGC Manager or Safety Ambassador immediately regarding any problems or difficult situations, while also informing your Supervisor first.

- Maintain a clean, well-groomed appearance.
- Complete maintenance/cleaning tasks as needed.
- Thank all customers at the completion of the ride.

The above-listed position requirements are not inclusive of all duties and others may be assigned by the Services Manager, within reason.

MINIMUM QUALIFICATIONS

The Carousel Staff Member is expected to possess the following skills, abilities, and qualifications:

- Must be 18 years of age or older.
- Have basic math skills, able to follow verbal and written instructions.
- Ability to accurately handle digital payments or cash transactions with a POS (Point of Sale) system.
- Ability to work flexible shifts and hours (including required weekends and holidays).
- Must be able to complete inspection forms.
- Basic First Aid and CPR Certification is preferred; training will be provided as needed.
- Excellent verbal skills are required to communicate with guests.
- High level of comfort in a public service environment.
- Ability to understand and speak other languages will be helpful.

Additional Position Requirements:

All new employees, volunteers, interns, and independent contractors over the age of 18 who have supervisory or disciplinary authority over youth must be fingerprinted and subject to a Department of Justice (DOJ) background check prior to commencing work. The Conservancy covers the cost of this service through an established account with a nearby vendor. If the Conservancy receives notice of felony violations related to minors, drug offenses, or violent crimes, the offer of employment will be immediately rescinded.

ADDITIONAL INFORMATION

Covid-19 Vaccination

Yerba Buena Gardens is a City and County of San Francisco property. All Conservancy employees, as well as sub-contracted staff, are required to be fully vaccinated. Proof of vaccination is required.

Equal Opportunity

The Conservancy is an equal opportunity employer and does not discriminate on markers of age, national origin, ethnicity, race, religion, ability, sexual orientation, gender, or political affiliation.

The Mission

The Yerba Buena Gardens Conservancy's mission is to provide arts, culture, recreation, and nature in beautiful, accessible, welcoming spaces for everyone through stewardship and collaboration.

The Work

Program, operate, maintain, and improve the publicly owned open spaces, facilities, and amenities, cultural facilities, and related components of San Francisco's Yerba Buena Gardens, working in conjunction with the Garden's nonprofit cultural organizations, commercial tenants and the City and County of San Francisco, for civic and public benefit and enjoyment by all visitors and residents.

The Gardens

Yerba Buena Gardens is a civic treasure in downtown San Francisco with more than five million annual visitors. As the centerpiece of the City's cultural, historic, convention and visitor district, and part of the rapidly growing Yerba Buena neighborhood, Yerba Buena Gardens is an urban oasis of cultural organizations, landscaped lawns, extensive public art, dining, cafés, programs and amenities for all ages and abilities, and award-winning architecture built above and around Moscone Convention Center. With five acres of landscaped space, the Gardens hosts the Yerba Buena Gardens Festival with more than 100 free performances annually and is home to the Dr. Martin Luther King, Jr. Memorial and Fountain, Yerba Buena Center for the Arts, the Children's Creativity Museum, Yerba Buena Ice Skating and Bowling Center, South of Market Child Care, historic LeRoy King Carousel, as well as a children's area with a sensory garden and playground. It is a place rooted in inclusivity where all can come to relax, celebrate, rejuvenate, and be inspired. We think of the Gardens as the soul of downtown.

Structure & Governance

The Conservancy is governed by a Board of Directors representing a cross-section of community members, civic leaders, and City appointees. The City/County of San Francisco provides oversight as landlord, auditor, and technical advisor. The Board of Directors hires the Executive Director of the Conservancy.

Organizational Culture

The Conservancy is staffed by a small, efficient team who work collaboratively with contractors, consultants, the Board, the community, and the City and County of San Francisco to accomplish the work of the organization. Being curious, multidisciplinary, team-oriented, while also questioning the status quo toward continuous improvement are keys to success in the organization. The Conservancy thrives through our high-performing, participatory, and fun-loving work environment.

The Conservancy is five years old and as such is well poised to define what the Gardens can and should be. As we grow, we include all our community in showing gratitude for the opportunity vested in us to coalesce around enlivening an oasis in the middle of the downtown San Francisco concrete jungle. We are operationally well-funded and to complete the capital projects we are well positioned to deliver.

Adopted
13 May 2025.