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Monteverde Puntarenas

Costa Rica

60109

## Receptionist

- Starts November 15th 2025
- Full Time
- 8:30am-5:30pm
- 5 days/week
- Bimonthly meeting 4:30-6 pm

## About Us

The Monteverde Butterfly Gardens is the longest running butterfly exhibit in Central America! We are an educational facility, committed to sharing how bugs make our planet amazing! Internationally recognised for our novel approach to science translation, our team shares the incredible world of insects in a dynamic and compelling way. The MBG is an inclusive, multicultural, workplace staffed by people obsessed with learning and sharing science, and we really love cockroaches.

## Who we are Looking For

The Monteverde Butterfly Gardens is searching for a bilingual, responsible, organized and experienced customer service professional who will greet our guests enthusiastically and manage Admin meticulously.

## The Requirements to apply

- Legally able to work in Costa Rica
- Minimum C1 Spanish & B2 English spoken and written
- Experience with Excel/Google Sheets
- Exceptional Communication skills
- Consistently punctual and able to lead by example
- Strong interpersonal and conflict resolution skills
- Excellent organizational and time management skills
- Able to commit for a minimum of 2 years

- Minimum 2 years relevant work experience
- Experience and/or qualifications in one or more of the following:

Reception, Tourism, Customer Service, Business Management, Bookkeeping, Admin, Personal Assistant, Translation etc

### **Bonus Points if you have**

- An additional language- especially French
- A valid Drivers Licence
- Experience in Marketing, Sales, Management, Technology, Visual Arts, Interior Design, Fundraising, Gardening, Community Activism, Social Media etc...
- First Aid and CPR
- Basic knowledge of arthropods
- A commitment to bettering our planet, & respect for all its incredible diversity

### **To Apply**

Send us your resume **and a cover letter** that includes your relevant experience, why you want to work for the MBG and a bit about you.

To Bryna B

Director

Info@monteverdebutterflygardens.com

### **The Position**

Multifaceted and dynamic, this full-time year-round job is an opportunity to excel and grow. Reception coordinates tours, volunteers, bookings, communications, and more in order to ensure that visitors have the best possible experience at the MBG. Admin includes following procedure manuals diligently, filling in spreadsheets, and regularly meeting with staff, to keep billing, expenses, stock, policies, and cash management updated. This position requires a highly motivated and independent person ready to work in collaboration with our team under the supervision of our director Bryna B.

The position duties include, but are not limited to:

- Ensuring our exceptional level of customer service is met at every stage of the clients experience
- Enthusiastically attending to guests of the MBG
- Coordinating tours and guides
- Maintaining front of house aesthetics and cleanliness
- Assisting with Giftshop organisation and sales
- Taking payments and making electronic receipts
- Produce daily sales reports and input all data into internal spreadsheet
- Recording and managing customer satisfaction
- Regular communication with staff and interns about maintaining customer service standards
- Managing the reservations calendar & taking reservations via phone and email
- Sorting and replying to emails, social media comments and DMs

- Ensuring all communications have been replied to by you or the appropriate staff person within a reasonable time period
- Communicate with current and new Agencies and client bases
- Making and receiving product orders, e.g. food, cleaning supplies, gift shop stock etc...
- Stay late once every 2 weeks to do Giftshop inventory
- Weekly Data Entry of expenses, payments, billing etc...
- Manage the Operations Calendar -when permitting or policy renewals are due.
- Assisting with the production and organization of MBG permits etc... documents
- Assist in ensuring we are compliant with relevant national and international regulations

\*We hire people, not positions. With the employee we often refine and modify the responsibilities of the original job description based on what they do best, their skills & interests, and what they most enjoy doing.

As a small organization, we need all our staff to be available to help with anything that needs to be done; therefore the list of responsibilities above is not an exhaustive one. We reserve the right to change or modify the responsibilities of the position to fit the MBG's needs and your skills. Any modifications are discussed with the employee.

#### **Benefits:**

A Competitive salary with all legal Costa Rican Obligations

Contract renewal after the probationary 3 months, if all parties are in agreement

#### **Additional Optional Benefits-**

- Staff meal the days you work
- One load of laundry per week if your housing option does not have facilities
- After your 90 day probation, enrollment in Medismart private medical insurance.
- After 6 months the MBG will assist in coordinating and paying for first aid and CPR training if you do not hold it.
- After completing 1 year of work you can request 1-2 paid weeks to take classes or learning opportunities relevant to your position.