



JOB POSTING

Position: **Guest Services Representative**
Organization: **Seneca Park Zoo Society**
Date Posted: **February 23, 2018**
Applications Due: **April 15, 2018**

Department: **Admissions**
Direct Supervisor: **Guest Services Manager**
FLSA Status: **Non-Exempt, Hourly + Commission**
Full-time/Part-time: **Part-time seasonal, primarily April 1 through October 31, weekdays and weekends before 4 pm. Some evenings are necessary.**

The Seneca Park Zoo Society is pleased to announce available positions for Guest Services Representatives who assist with all aspects of day-to-day operations at the Zoo's front gate.

The Zoo Society is looking for motivated and enthusiastic representatives with a passion for enhancing guest experiences and providing exceptional guest services to all Zoo guests. This position is an integral part of a team that is responsible for raising significant funds to support operations and programs while creating a welcoming environment for all visitors. The essential job duties include providing excellent customer service; responding to visitor issues or concerns; utilizing and maintaining the point-of-sale computer system; payment processing for members and general visitors; providing opportunities for visitor spending; selling, renewing, upgrading, and verifying memberships; and maintaining security of money and materials. The Guest Services Representatives are flexible and willing to meet the needs of the Zoo by assisting in other tasks related to the function of the Zoo Society and guest services.

Essential job duties include:

- Provide exceptional customer service for members and visitors at the Zoo's front gate, including responding to inquiries and feedback, while accurately performing other tasks of the job.
- Encourage membership purchases, upgrades and add-ons and provide other opportunities for visitor spending and giving.
- Accept and process admission fees, membership dues, and donations.
- Accurately complete all paperwork and data entry related to these front gate transactions.

- Handle financial transactions while providing high standards of efficiency, accuracy and consistency. Secure all cash, checks and charge receipts made at the Zoo's front gate or at an onsite remote location.
- Encourage conservation efforts throughout the Zoo by conserving materials and educating others about Zoo conservation goals.
- Assistant with orderly guest entry to the Zoo.
- Accurately check-in groups and event registrants.
- Assist with member events and other Zoo events as assigned.
- Other duties as assigned.

Necessary competencies:

- Demonstrate strong customer service, organization, interpersonal and communication skills.
- Experience handling money required.
- Performs needed tasks quickly and accurately.
- Sales experience preferred.
- Flexible schedule and ability to manage multiple tasks while maintaining a calm and positive demeanor.
- Ability to maintain a positive and upbeat working environment for guests and co-workers.
- Ability to work independently or with team members and switch tasks as need requires.
- Ability to work at a computer or register for extended periods of time.
- Ability to work outdoors in varied weather conditions and stand for extended periods of time.
- Ability to follow verbal and written directions.
- Computer and Windows Office competency required.
- Ability to lift up to 40 lbs.
- Background check is mandatory upon hire.

Application Instructions

Paragraph describing expected materials, where/who to submit to and time by which submissions must be received on due date.

All interested applicants must submit an application downloaded from our website (if desired with a current resume and a cover letter describing their qualifications as they relate to the duties of the position). Electronic copies are encouraged and may be submitted to: mmock@senecazoo.org with Guest Services Representative in the subject line or by hard copy to Guest Services Representative Search, Seneca Park Zoo Society, 2222 St. Paul Street, Rochester, NY 14621. All applications must be received by 5pm on April 15, 2018.

The Seneca Park Zoo Society is an Equal Opportunity Employer