



JOB DESCRIPTION

Date posted: February 25, 2019

Job Title: Guest Services Representative, part-time

Department: Admissions

Working Hours: Part-time seasonal, primarily April 1 through October 31, weekdays and weekends before 4 pm. Some evenings are necessary.

Direct Supervisor's Name and Title: Meridith Mock, Guest Services Manager

FLSA Status: Non-exempt

JOB SUMMARY

Guest Service Representatives are motivated and enthusiastic individuals 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.

DUTIES

- Provides 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 or 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.
- Assist 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.

SUPERVISION

This position has no supervisory responsibilities.

TECHNOLOGY/ EQUIPMENT/ TOOLS

- Point of sale computer system
- Desktop Computer

PHYSICAL ACTIVITY

This position requires standing, sitting, walking, speaking, hearing, interacting with general

public, guests, and staff. Will stand for extended periods of time. Some lifting and carrying less than 40 pounds.

WORK ENVIRONMENT

Work is performed in enclosed areas and outdoor locations throughout the Zoo. Will work outdoors in varied weather conditions. Due to Zoo's hours of operation, some night and weekend availability for special events may be required.

QUALIFICATIONS

- Must be at least 16 years of age.

EXPERIENCE REQUIREMENTS

- Must demonstrate strong customer service, organization, interpersonal and communication skills.
- Experience handling money is required.
- Experience performs needed tasks quickly and accurately.
- Sales experience preferred.
- Must have 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.
- Computer and Windows Office experience is required.

All interested applicants must submit a current resume and cover letter describing their qualifications as they relate to the duties of the position. Electronic copies are encouraged and may be submitted to Meridith Mock, Guest Services Manager, at mmock@senecazoo.org with 'Guest Services Representative' in the subject line or by hard copy to Meridith Mock, Guest Services Manager, Seneca Park Zoo Society, 2222 St. Paul Street, Rochester NY 14621.

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