



Seneca Park Zoo Society
Job Description

Position: Part-time Receptionist

Department: Communications

Supervisor: Director of Marketing

Classification: Part-time (no benefits)

Hours: 8:30 to 5 p.m. weekends, holidays, and some weekdays as needed. Also, some evenings seasonally. May include some half day options. Hours will vary by week but could be as little as zero or as many as 15-20 hours per week.

Position description and summary: Support the Seneca Park Zoo Society as receptionist for front office. Handle incoming calls, greet and direct visitors and perform other general office tasks as needed. Hours include weekend & weekday shifts to cover for sick days, vacation days and regular staff time off. Some evening hours and early morning hours may be included as well.

Duties:

- Create and maintain a positive and upbeat first impression for callers and visitors.
- Answer the main phone line into the Zoo and direct calls accordingly.
- Provide accurate/current information to all visitors and callers.
- Follow established Zoo protocols for issues like emergencies, first aid, lost & found items and lost child.
- Use two-way radio to communicate with Zoo staff and supervisors.
- Accept and log in deliveries and notify recipient(s) of packages arrivals and vendors on site.
- Open and reply to reception e-mails.
- Schedule use of the Conference Center upon request.
- Sort incoming mail appropriately and distribute to other Zoo offices after daily mail is received.
- Post outgoing mail and monitor when postal supplies are needed.
- Assist other departments as needed.

Qualifications:

- Excellent customer service skills – in person and on phone.
- Ability to absorb and retain a wide array of details.
- Basic computer skills, including familiarity with Microsoft Word, Outlook, Excel and Office 365.

- Track record of remaining calm under pressure or in emergency situations.
- Ability to work in a team environment.
- Ability to perform several tasks concurrently.
- Strong interpersonal skills and the ability to interact with a diverse range of people.
- Minimum of a high school diploma or GED required.
- Valid NYS driver's license required for use of golf cart to transport guests and/or materials, when necessary.
- Must be able to lift up to 40 lbs.

All interested applicants must submit 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 the following: reception@senecazoo.org with Part-time Receptionist in the subject line or by hard copy to Part-time Receptionist Search, Seneca Park Zoo Society, 2222 St. Paul Street, Rochester, NY 14621. All applications must be received by 5 p.m. on February 15, 2019.

The Seneca Park Zoo Society is an Equal Opportunity Employer