



Come join us at the Reid Park Zoological Society!

Reid Park Zoological Society is seeking Guest Ambassadors. The Society is a 501(c) (3) nonprofit organization whose mission is to support, advocate for and enhance the value of Reid Park Zoo and its mission to encourage commitment to the conservation of biological diversity and to provide educational and fun experiences for visitors of all ages. Reid Park Zoo is the largest attended cultural attraction in Southern Arizona with approximately 500,000 visitors annually. Be a part of a vibrant, growing organization as Reid Park Zoo implements an exciting master plan that will be investing over \$60M in new exhibits over the next ten years. To apply, please forward a resume to [hr@reidpark.org](mailto:hr@reidpark.org) No phone calls or visits please.

## **Position Description Guest Ambassador**

August 2018

**Overview:** Guest Ambassadors enhance the experience of our Zoo guests by ensuring their safety, as well as the safety of the Zoo's animals, staff, and property. The position builds and fosters relationships with Reid Park Zoo members, guests and other supporters, while providing assistance, information, guidance and resources.

**Reports To:** Guest Services Manager

### **Responsibilities:**

- Enhance guest experience by ensuring safety of guests, animals, staff, and property.
- Conduct walking patrols of all public areas of the zoo, maintaining a high level of visibility.
- Reinforce all zoo policies and procedures, escalating to an immediate Supervisor when necessary.
- Ensure restricted items are not present or in use inside the zoo.
- Actively participate in any emergency response plan.
- Be alert to any abnormal conditions or situations and react accordingly.
- Identify, report, and if possible, resolve any situation or incident that may impact safety.

- Ensure cleanliness of public areas, picking up loose trash or debris, and/or reporting any issues to the appropriate parties.
- Respond to calls for guest distress.
- Assist with reuniting lost children with caregivers.
- Offer and provide assistance, information and directions.

**Required Qualifications, Skills and Abilities**

- High School diploma or GED
- 2 years of full time, or 3 years of part time guest services experience.
- First aid/ CPR certified.
- Security or crowd management experience.
- Ability to stay mobile for an entire shift.
- Ability to work outdoors in all weather conditions for an entire shift.
- Ability to lift up to 50lbs and bend.
- Physical attendance at work when scheduled.
- Must possess exceptional interpersonal and customer service skills.
- Ability to relay information in a clear manner, with a diverse group of guests, including small children.
- Must be able to use initiative and independent judgement (within established guidelines).
- Conflict resolution skills.
- Ability to understand and interpret verbal and written instructions.
- Ability to remain professional and calm in stressful situations.
- Ability to work a flexible schedule to include weekends, holidays and evenings.
- Writing skills to support completion of safety logs and reports.
- Other duties as assigned.

**Preferred Qualifications, Skills and Abilities**

- CPR / First Aid training.
- Spanish speaker preferred.
- Ability to learn and adapt quickly in a constantly changing environment.
- Computer proficiency, including MS Word, and email.
- Demonstrated problem solving, team building, and time management skills.
- Possess a professional and positive attitude,
- Ability to work effectively as part of a team and/or independently.
- Demonstrated ability to maintain confidentiality and respect and observe organizational protocol.

*Please note that this document is not an exhaustive list. It is intended to give a reasonable idea of what might be required.*

<b>Reviewed By:</b>	<b>Signature</b>	<b>Date</b>
Employee:		
HR Director:		