



Come join us at the Reid Park Zoological Society!

Reid Park Zoological Society is seeking a seasonal (part-time hours) Guest Service Associate - Carousel. 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 Service Associate - Carousel**

FLSA Non-Exempt, Seasonal (part time hours)  
September 2018

**Overview:** The Guest Service Associate - Carousel is responsible for operating the Zoo's carousel ride, while acting as a ticketing and information source for visitors. This is a front line position, interacting directly with Zoo visitors, so strong customer service skills are essential. Duties include but are not limited to: collection of ticket, safe operation of the carousel, on-site ticket sales, cash handling, and visitor relations.

The position builds and fosters relationships with Reid Park Zoo members, visitors and other supporters to build awareness of the value of Reid Park Zoo to its numerous constituents. The position is responsible for promoting Zoo products and services.

Reid Park Zoological Society is an EOE and provides a smoke-free and drug-free work environment

**Reports To:** Cashier Supervisor

**Responsibilities:**

## **Carousel Operation**

- Safe operation of carousel, including completion of a daily safety/maintenance checklist and pre-ride checks, setting up all equipment for opening.
- Ensuring all safety requirements and instructions are communicated and reinforced with visitors
- Use of computerized equipment to complete sales of tickets and generate receipts, and to perform simple arithmetic calculations with accuracy and with reasonable speed
- Handle cash and credit cards accurately, including daily cash counts.
- Responsible for all cash register money during the day and at closing.
- Perform daily closing and secure all equipment
- Restocking of supplies each day as needed.
- Balance and clear cash register, and count all fees received for the day.
- Prepare daily bank deposit with supervisor

## **Customer Service**

- Provide the highest level of customer service to visitors, greeting and assisting them, responding to inquiries, and resolving any issues that arise.
- Provide an environment promoting a fun and educational experience while operating within safety guidelines.
- Promote products and services to guests in accordance with the organization's policies.

## **Administrative Functions**

- Perform duties in accordance with RPZS policies such as completing expense reports, purchasing, cash handling procedures, and timesheets.
- Interface and cooperate with other departments within RPZS and RPZ.
- Provide excellent customer service as a component of all job duties.

## **Other Duties as Assigned**

## **Required Qualifications, Skills and Abilities**

- High School diploma or GED.
- 2 years of cashier/ guest service experience.
- Proficient cash handling skills.
- Proficient cashier's equipment handling skills.
- Strong verbal and written communication.
- Demonstrated reliability and punctuality.
- Highest level of customer service with a diverse population, especially children.
- Ability to provide clear direction to large numbers of people.
- Courteous, friendly and professional demeanor with both visitors and staff, while working in a fast-paced environment.
- Ability to follow detailed directions.
- Position requires working a flexible schedule, including weekends, evenings and holidays.
- Ability to lift 50 lbs., stand for extended periods of time, bend and stoop.

- Must be able to work outdoors, in various weather conditions, for extended periods of time.
- Must pass background check and pass pre-employment drug screen.
- Commitment to the mission of the Reid Park Zoo and the Reid Park Zoological Society.
- Ability to establish effective working relationships with staff, members, volunteers, donors, community partners and vendors.
- Ability to attend work on a regular basis when scheduled.

**Preferred Qualifications, Skills and Abilities**

- Ability to learn and adapt quickly in a constantly changing environment.
- Zoo, hospitality or entertainment industries or related experience desirable.
- Demonstrated problem solving, conflict resolution, team building and time management.
- Possess a professional and positive attitude in fast paced environment.
- Ability to work effectively as part of a team and/or independently.
- Spanish speaking strongly preferred.

<b>Reviewed By:</b>	<b>Signature</b>	<b>Date</b>
Employee:		
Supervisor		
President		