



Come join us at the Reid Park Zoological Society!

Reid Park Zoological Society is seeking a part-time Guest Services Associate. The Society is a 501(c) (3) nonprofit organization whose mission is to support, advocate for and enhance the value of Reid Park Zoo through Membership, Development and Special Events. Reid Park Zoo is the largest attended attraction in Southern Arizona with over 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.

Reid Park Zoological Society is an equal opportunity employer. Please submit your resume to [hr@reidparkzoo.org](mailto:hr@reidparkzoo.org) No phone calls please.

**Position Description**  
**Guest Services Associate**

August 2018

**Overview:** The Guest Services Associate is responsible for cashier booth operation. Duties include but are not limited to: collection of admission fees, membership fees, donations, and other payments; distribution of maps and other promotional materials to our guests; and providing outstanding guest services.

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 building guest relations and promoting zoo products and services.

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

**Reports To:** Guest Services Supervisor

**Responsibilities:**

**Cashier Operation**

- Sell tickets and other promotional items to guests in accordance with the organization's policies and applicable laws.
- Cross train for rides and attractions.
- Perform zoo opening, including daily cash count for change fund, preparing and organizing all necessary equipment for cashier booth opening.
- Handle cash, credit cards and checks accurately.
- Operate computer terminal and record transaction information, separately tracking each coupon and promotion. Should have the ability to make changes and to perform simple arithmetic calculations with accuracy and with reasonable speed.
- Issue receipts & tickets along with ability to make changes.
- Provide quality guest interaction and service by greeting and assisting customers and responding to customer inquiries and complaints.
- Promote products and services by telling guests about any special promotions and suggesting additional items to customers.
- Responsible for all booth money during the day and at closing.
- Perform final closing for the zoo, including money safe and zoo entrance security.
- Organize cashier booth, such as cleaning and organizing shelves and booth window displays. Restocking of supplies each day as needed.
- Balance and clear terminal, and count all fees received for the day.
- Prepare daily bank deposit.
- Other duties as assigned.

### **Preferred Qualifications, Skills and Abilities**

- High School diploma or GED
- 2 years of cashier working experience preferred.
- Zoo, hospitality or entertainment industries or related experience preferred.
- Experience with on-line database management preferred.
- Possess excellent written and verbal communication skills.
- Proficient cash handling skills and equipment handling skills.
- Regular physical attendance at work.
- Strong computer skills with proficiency in MS Word, Excel and Outlook and database programs.
- Demonstrated problem solving, conflict resolution, team work & time management.
- Must be able to sit or stand for long periods of time with exposure to various weather conditions.
- Ability to lift up to 30lbs.
- Possess a professional and positive attitude in fast paced environment.
- Ability to deal courteously with the public and zoo staff. Must enjoy being around/ with children.
- Spanish speaking strongly preferred.
- Demonstrated ability to tactfully handle stressful situations, negotiate and resolve conflicts.
- Able to work flexible work schedule including evenings, weekends, holidays and special events as needed.

- *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:		