



Come join us at the Reid Park Zoological Society!

Reid Park Zoological Society is seeking a 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 No phone calls please.

Position Description **Guest Services Associate**

August 2020

Overview: The Guest Services Associate position is responsible for being a flexible part of our Guest Services Team, and could eventually be cross-trained and responsible for working as a Guest Ambassador and for operating: the Zoo's carousel ride, the Zoo's train ride, the mobile sales cart, and the cashier booth.

Duties include but are not limited to: providing outstanding guest services; helping sanitize heavily trafficked areas; safely operating the Zoo's carousel ride; safely driving the Zoo's train ride for children and adults from the main zoo entrance into Reid Park and around the lake (or an alternate route); collection of admission fees, membership fees, donations, and other payments; distribution of maps and other promotional materials to our guests; taking polls to determine guest satisfaction. This is all done while being exposed to the summer heat, winter freezes, downpours, and all other unpredictable and harsh desert weather conditions.

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:

- 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.
- Sanitize high use traffic surfaces.
- Sell tickets and other promotional items to guests in accordance with the organization's policies and applicable laws.
- Safe operation of carousel or train, 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.
- 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.
- 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 with supervisor.
- 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.
- Other duties as assigned.

Preferred Qualifications, Skills and Abilities

- High School diploma or GED.
- 2 years of cashier 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.
 - Ability to use a radio.
 - Competent to operate a safety sensitive ride. Must not be impaired by substances or prescription medications.
 - A high level of situational awareness.
 - Ability to pay attention and focus.
 - 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.
 - Able to attend work on a regular basis when scheduled.
- *Please note that this document is not an exhaustive list. It is intended to give a reasonable idea of what might be required.*

Reviewed By:	Signature	Date
Employee:		
HR Director:		