



Come join us at the Reid Park Zoological Society!

Reid Park Zoological Society is seeking Guest Services staff. Two years cashier experience preferred. Bi-lingual Spanish preferred. This position is open until filled.

The Society is a 501(c) (3) nonprofit organization whose mission is to create inspiring memories for all by connecting people and animals to ensure the protection of wild animals and wild places. We 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@reidparkzoo.org No phone calls or visits please. This position is open until filled. We are an Equal Opportunities Employer. **We are committed to attracting and retaining a diverse staff by creating an inclusive environment.**

Position Description Guest Services Associate

April 2021

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 including greeting and assisting, responding to inquiries and assist in resolving concerns.
- 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 touch surfaces.
- Sell tickets and other promotional items 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 equipment for opening.
- Communicate safety requirements and instructions to guests.
- 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.
- Issue receipts & tickets.
- Promote products and services by informing guests about special promotions and suggesting additional items.
- Responsible for booth money during the day and at closing.
- Perform final closing including money safe and zoo entrance security.
- Organize cashier booth including cleaning and organizing shelves and window displays. Restock supplies daily as needed.
- Balance and clear terminal. 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 and cash handling procedures.
- Liaise and connect with other departments.
- Other duties as assigned.

Preferred Qualifications, Skills and Abilities

- Cashier experience preferred.
 - Bilingual Spanish speaking preferred.
 - AZ driver license.
 - Proficient cash and equipment handling skills.
 - Ability to perform simple arithmetic calculations with accuracy and reasonable speed.
 - Ability to deal courteously with adults and children.
 - Possess a professional and cooperative outlook.
 - A high level of self-awareness and situational awareness.
 - Ability to tactfully respond to challenging situations and de-escalate if necessary.
 - Ability to pay attention and focus.
 - Regular physical attendance at work.
 - Computer skills with adequate proficiency.
 - Must be able to sit or stand for long periods of time with exposure to various weather conditions.
 - Ability to work outdoors in a variety of hot & cold weather conditions.
 - Ability to lift up to 30lbs.
 - Ability to use a radio.
 - Competent to operate a safety sensitive ride.
 - Shift availability for this position may include evenings, weekends, holidays and special events.
- *Please note that this document is not an exhaustive list. It is intended to give a reasonable idea of what might be required.*

Consistent with the Americans with Disabilities Act (ADA), it is the policy of Reid Park Zoological Society to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment, including the application process. If reasonable accommodation is needed, please contact the Human Resources Dept hr@reidparkzoo.org

Reviewed By:	Signature	Date
Employee:		
HR Director:		