



## Reid Park Zoological Society

### **GUEST SERVICES MANAGER**

FLSA Exempt, Full Time  
November 2021

Come join us at the Reid Park Zoological Society!

Reid Park Zoological Society is seeking a Guest Services Manager. Minimum 3 years supervisor experience in guest services required. Experience in guest services for a tourist attraction strongly 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](mailto:hr@reidparkzoo.org) No phone calls or visits please. We are an Equal Opportunities Employer. **We are committed to attracting and retaining a diverse staff by creating an inclusive environment.**

**Overview:** The Guest Services Manager oversees and continuously improves the daily operations of zoo admission and special events. The position ensures exceptional standards for guest service, cleanliness, and physical appearance of all locations within the department. This position is our primary resource for receiving and responding to on-site guest services enquires and complaints in a courteous & professional manner. The position is responsible for staff supervision, hiring, budget management, recruitment, training, motivation and staff evaluation.

**Reports To:** Chief Financial Officer

**Responsibilities and Duties:**

- Participates in strategic planning and reviews; implements production, productivity, quality, and customer-service standards; problem resolution;

completing audits; identifying customer service trends; determining system improvements; implementing changes.

- Meets customer service financial objectives by forecasting requirements; prepares an annual budget; schedules expenditures; analyzes variances; and initiates corrective actions.
- Provides supervision to Guest Service Supervisors. Make hiring decisions, performs annual performance evaluations, makes employee relations decisions in conjunction with HR, provides training & development opportunities, coaches team members & encourages employee involvement & participation.
- Maintains contact with customers and oversees daily operation including cashier functions, all ride activities, animal encounter activities and surveys.
- Improves customer service quality results by studying, evaluating, and re-designing processes; establishing and communicating service metrics; monitoring and analyzing results; implementing changes.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Other duties as assigned
- *Please note that this document is not an exhaustive list. It is intended to give a reasonable idea of what might be required.*

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

- Minimum 3 years supervisor experience in guest services required.
  - Experience in guest services for a tourist attraction strongly preferred.
  - Bachelor's or Associate's degree preferred.
  - Excellent interpersonal and communication skills, both written and oral.
  - Ability to lead meetings and update team members regularly.
  - Ability to tactfully resolve stressful situations, negotiate and resolve conflicts, and maintain confidentiality.
  - Experience with managing a budget & analyzing information.
  - In-depth knowledge of customer service principles and practices
  - Demonstrated ability to establish and maintain effective working relationships with stakeholders.
  - Willing to work outdoors with exposure to all types of weather conditions.
  - Strong computer skills with proficiency in MS Word, Excel and Outlook. Knowledge of donor databases, preferably Altru or Raiser's Edge.
  - Excellent time management, organization and independent judgment skills.
  - Ability to take responsibility and problem solve in a proactive manner.
  - Able to work flexible work schedule including evenings. Working two weekend days is required.
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- *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](mailto:hr@reidparkzoo.org)*

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