



Position Description
Guest Service Supervisor

FLSA Non-Exempt
November 2021

Come join us at the Reid Park Zoological Society!

Reid Park Zoological Society is seeking a Guest Services Supervisor. Minimum 3 years supervisor experience in guest services. 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 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 Service Supervisor supervises Guest Service Associates. This position works to ensure excellent customer service and to promote Reid Park Zoo and Reid Park Zoological Society and their mission.

The Guest Service Supervisor 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 products and services and ensuring that they are promoted by Guest Service Associates.

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

Reports To: Guest Service Manager

Responsibilities:

Membership Sales and Service

- Work with Guest Service Manager to achieve goals for front-gate sales of memberships.
- Working with Guest Service Manager, develop and carry out strategies for converting visitors to members, upgrade of memberships, and sales of guest passes and other add-ons.
- Assist in training Guest Service Associates on membership sales.
- Service members and resolve any guest service issues relating to membership.

Cashier Operation

- Sell tickets and other promotional items to guests in accordance with the organization's policies and applicable laws.
- 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 informing guests about any special promotions and suggesting additional items to customers.
- Ensures that customers receive satisfactory service
- 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 Guest Service Associate booths, 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
- *Please note that this document is not an exhaustive list. It is intended to give a reasonable idea of what might be required.*

Cashier Supervisory Duties

- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.

- Prioritize, assign, and direct work of Guest Service Associates and volunteers, including monitoring breaks and delegating cleaning and stocking tasks as requested and other supervisory duties.
- Approve time worked for direct reports.
- Schedule Guest Service Associates.
- Monitor sales activities to ensure that guests receive satisfactory service
- Perform higher-level cash register functions, such as returns of merchandise, exchanges, voids, refund etc. whenever is required.
- Open additional cashier lines when the Zoo visitor volume is high.
- Prepare and send reports as requested.

Administrative Functions

- Perform duties in accordance with RPZS policies, such as completing expense reports and purchasing or cash-handling procedures.
- Act as liaison between directors and cashiers in order to assure clear communication of policies, procedures, and changes.
- Provide excellent customer service as a component of all job duties.

Other Duties as Assigned

Preferred Qualifications, Skills and Abilities

- Minimum three years' experience in cashier/ guest services.
- Minimum one year experience in sales or promotions, with strong communication skills.
- High school diploma or equivalent.
- Proficient cash-handling skills and familiarity with POS systems.
- Spanish-speaking strongly preferred.
- Strong computer skills with proficiency in MS Word, Excel and Outlook.
- Regular physical attendance at work.
- Able to sit for long periods of time in a variety of weather conditions with an open window.
- Ability to learn and adapt quickly in a constantly changing environment while showing a professional and positive attitude.
- Demonstrated problem solving, conflict resolution, decision-making, leadership, team building, time management, and motivational skills.
- Demonstrated ability to tactfully handle stressful situations, to negotiate and resolve conflicts, to maintain confidentiality, and to respect and observe organizational protocol.
- Demonstrated ability to establish and maintain effective working relationships with all levels of RPZS and RPZ staff as well as diverse guests, volunteers, donors, community partners, vendors, and others.
- Able to work flexible work schedule and adjust as required. Must be able to work evenings and holidays as needed.

- *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		