



Position Description
Lead Cashier
Non-exempt - November 2021

Come join us at the Reid Park Zoological Society!

Reid Park Zoological Society is seeking a Lead Cashier. Minimum 2-3 years cashier experience. 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: This position works to ensure excellent customer service and to promote Reid Park Zoo and Reid Park Zoological Society and their mission. It builds and fosters relationships with Reid Park Zoo members, visitors, and other supporters to build awareness. The position is responsible for promoting products and services and open & closing processes. Reid Park Zoological Society is an EOE and provides a smoke-free and drug-free work environment.

Reports To: Guest Services Supervisor

Responsibilities:

Membership Sales and Service/ Education/ Volunteers

- Distributes cashier bags and change to various departments.
- Sets up cashier system and cart for special events and on busy days.
- Balances funds. Prepares deposits.
- Safely secures deposits until collected by Loomis.
- Prepares and sends reports as necessary.
- Assists in training other departments for cashier duties.
- In the absence of a supervisor – helps to resolve guest concerns.

Cashier Operations

- Performs zoo opening, including daily cash count for change fund, preparing and organizing all necessary equipment for cashier booth opening, and unlocking appropriate gates.
- Organizes Guest Services Associate booths, such as cleaning and organizing shelves and booth window displays.
- Restocks supplies each day as needed.
- Sells tickets and other promotional items to guests in accordance with the organization's policies and applicable laws.
- Handles cash, credit cards, and checks accurately.
- Operates computer terminal and records transaction information, separately tracking each coupon and promotion.
- Issues receipts & tickets along with ability to make changes.
- Provides quality guest interactions and services by greeting and assisting customers, and by responding to customer inquiries and complaints.
- Promotes products and services by informing guests about any special promotions and suggesting additional items.
- Reports and works with supervisors to ensure that customers receive satisfactory service.
- Balances and clears terminals, and counts all fees received for the day.
- Prepares daily bank deposit. Safely secures deposit until collected by Loomis.
- Responsible for all booth money during the day and at closing.
- Ensures safety of lost and found valuables by storing them securely in the bottom safe. Completes lost and found log.

Lead Cashier Duties (performed in absence of Guest Services Supervisor)

- Prioritizes work of Guest Services Associates. Ensures that breaks are taken and delegates cleaning and stocking tasks as requested.
- Assists supervisor with coordinating and processing school field trip groups.
- Monitors sales activities to ensure that guests receive satisfactory service.
- Performs higher-level cash register functions, such as returns of merchandise, exchanges, voids, refunds, etc. whenever is required.

- Opens additional cashier lines when the Zoo visitor volume is high.
- When visitor volume is low, closes excess booths and sends staff home.
- Prepares and sends reports as requested.
- Counts and balances the safe funds on a regular basis, and reports any overages or shortages to supervisor.
- Locks and secures the Guest Services doors and zoo entries during final closing procedures, in accordance with safety policies.

Special Events (performed in absence of Guest Services Supervisor)

- Prioritizes work of Guest Services Associates. Ensures that breaks are taken and delegates cleaning and stocking tasks as requested.
- Monitors sales activities to ensure that guests receive satisfactory service
- Performs higher-level cash register functions, such as returns of merchandise, exchanges, voids, refunds, etc. whenever is required.
- Opens additional cashier lines when the Zoo visitor volume is high.
- When visitor volume is low, closes excess booths and sends staff home.
- Prepares and sends reports as requested.

Administrative Functions

- Performs duties in accordance with RPZS policies and practices.
- Assists supervisor with monthly ticket report.
- Provides excellent customer service as a component of all job duties.

Other Duties as Assigned

Preferred Qualifications, Skills and Abilities

- Minimum two to 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. Ability to use database to look up information.
- Regular physical attendance at work.
- Ability to sit for long periods of time.
- Ability to work outdoors in a variety of weather conditions and temperatures.
- Ability to lift up to 50lbs.
- Willingness to cross-train to learn other Guest Services positions.
- Ability to perform simple arithmetic calculations with reasonable speed and accuracy.

- 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, team building, time management skills.
- Honesty and trustworthiness when dealing with lost & found property including valuables.
- Ability to tactfully handle stressful situations and resolve conflicts, maintain confidentiality and comply with organizational protocol.
- Ability to establish and maintain effective working relationships with others.
- Ability and willingness to work flexible work schedule and adjust as required. Must be willing to work evenings, weekends and holidays as needed. Commitment to working special evening events is required. May work during the absence of supervisors. Work schedule may change according to the needs of the organization.
- *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*
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Reviewed By:	Signature	Date
Employee:		
HR:		