

BINDER PARK ZOO  
ASSISTANT GUEST RELATIONS COORDINATOR



**REPORTS TO:** Operations Manager or Guest Relations Coordinator

**SEASONAL OR NON-SEASONAL:** Seasonal, Non-benefited

**FLSA STATUS:** Hourly, Non-Exempt

**POSITION SUMMARY:**

To assist the Zoo in accomplishing the mission to be the best zoo in the state and rival any in the nation. Serving as the Seasonal Assistant Guest Relations Coordinator and assisting in security, emergency procedures, and staff emergency preparedness.

**POSITION REQUIREMENTS:**

- Prior emergency responder and safety experience preferred.
- CPR and First Aid training
- Excellent communication and leadership skills.
- Must be able to relate positively with diverse groups of people (guests, staff, volunteers and vendors).
- Must have the ability to positively interact with all guests in positive and negative situations.
- Ability to work independently and to plan, organize and handle multiple tasks as necessary.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

- Maintain an in-depth knowledge of the Zoo's current and future entry points
- Assisting with the Alarm Company handling routine inspections
- Acting as liaison with emergency personnel including law enforcement, fire, EMT, etc.as needed
- Assist with employee onboarding in regards to necessary safety trainings as needed
- Assist training appropriate staff in emergency preparedness, loss prevention, etc. as needed
- Assist with safety drills as needed and following up with all departments to ensure timely performance of individual lead safety drills.
- Assist documenting all safety drills and recommending corrective action and/or additional trainings, if necessary
- Assist maintaining the Guest Accident Report file and SDS recording
- Monitoring all BPZ facilities for general safety hazards and recommending corrective action
- Be familiar with AZA safety standards
- Assist in performing fire extinguisher training
- Assist other staff in performing maintenance, grounds, and guest services duties
- Assist with event set-up and take-down, including security during events
- Have a general knowledge of BPZ policies related to security, emergencies, loss prevention, etc.
- Basic knowledge of computer functions and programs such as Microsoft Word, Excel, and Outlook required
- Other duties as assigned

**OTHER DUTIES AND RESPONSIBILITIES:**

- Communicating regularly using a hand held radio
- Complying with all Binder Park Zoo policies and procedures
- Participating and assisting in team-oriented Zoo projects as needed

**SUPERVISORY RESPONSIBILITIES:** N/A

**PHYSICAL AND ENVIRONMENTAL DEMANDS:**

- Ability to work a flexible schedule including rotating weekends and holidays
- Ability to sit, stand, bend, lift and move intermittently
- Ability to read, speak and write English in order to fulfill job functions in an understandable way
- Ability to work in all weather conditions
- Ability to lift 50 lbs.

**APPROVAL:**

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

**STATEMENT OF UNDERSTANDING AND ACCEPTANCE:**

I have received a copy of the job description for Assistant Guest Relations Coordinator. I have read the requirements as outlined and understand this is not an exhaustive list of duties, but an overview of the general duties and responsibilities of the position.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

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