

**BINDER PARK ZOO
GUEST RELATIONS COORDINATOR**

REPORTS TO: Operations Manager

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.

POSITION REQUIREMENTS:

- Prior emergency responder and safety experience preferred.
- CPR and first aid certification required.
- Excellent communication, customer service and leadership skills.
- Must be able to relate positively, respectfully and calmly with diverse groups of people (guests, staff, volunteers and vendors).
- Ability to work independently and to plan, organize and handle multiple tasks as necessary.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Primary In-Charge person.
- Attention to detail and excellence concerning our guests' daily needs.
- Maintain an in-depth knowledge of the zoo's current and future entry points.
- Assist with emergency personnel including law enforcement, fire, EMT, etc.
- Assist with training appropriate staff in emergency preparedness, loss prevention, fire extinguishers, safety, etc. as needed.
- Assist with safety drills, as needed.
- Maintain the guest accident report file.
- Become familiar with AZA safety standards.
- Assist other staff in performing maintenance, grounds, and guest services duties.
- Assist with event set-up and take-down, including security during events.
- Must be willing to acquire a thorough knowledge of BPZ policies related to security, emergencies, loss prevention, etc.
- Assist with preparing Emergency, SDS books, and "In Charge" manuals for distribution to staff as directed.
- Basic knowledge of computer functions and programs such as Microsoft Word, Excel, and Outlook preferred.

OTHER DUTIES AND RESPONSIBILITIES:

- Communicating effectively using a hand held radio.
- Complying with all Binder Park Zoo policies and procedures.
- Participating and assisting in team-oriented zoo projects as needed.
- Help to create a safe and friendly environment for guests and staff.

SUPERVISORY RESPONSIBILITIES: N/A

PHYSICAL AND ENVIRONMENTAL DEMANDS:

- Ability to work a flexible schedule including rotating evenings, 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 outdoors in all weather conditions.
- Ability to lift and carry 50 pounds.

APPROVAL:

Supervisor Signature

Date

STATEMENT OF UNDERSTANDING AND ACCEPTANCE:

I have received a copy of the job description for 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

Binder Park Zoo offers employment opportunities, education programs, and services without regard to race, color, religion, national origin, disability, age, height, weight, marital status, gender, sexual orientation, or gender identity.