

**GUEST RELATIONS COORDINATOR**

**Mission Statement: Connect. Inspire. Conserve. Connect people with nature. Inspire them to conserve.**

**REPORTS TO:** Assistant Operations Manager and Operations Manager

**SEASONAL OR NON-SEASONAL:** Part-Time, Seasonal and Non-benefited

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

**POSITION SUMMARY:**

Provides exceptional customer service to guests and assists in security, emergency procedures, and staff emergency preparedness.

**POSITION REQUIREMENTS:**

- Prior emergency responder and safety experience preferred.
- Excellent communication and leadership skills.
- Must be able to relate positively with diverse groups of people (guests, staff, volunteers and vendors).
- Must be able to adapt to changing assignments, environment and maintain a positive attitude.
- 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.
- Acting as liaison with emergency personnel including law enforcement, fire, EMT, etc.
- Assist with employee onboarding in regards to necessary safety trainings.
- Assisting with safety drills as needed.
- Assist documenting all safety drills and recommending corrective action and/or additional trainings, if necessary.
- 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 thorough knowledge of BPZ policies related to security, emergencies, loss prevention, etc.
- Basic knowledge of computer functions preferred for programs such as Microsoft Word, Excel, and Outlook.
- 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.
- Guest Services reserves the right to train and direct the workload 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 Seasonal 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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