

BINDER PARK ZOO

GUEST SERVICES ZOO ATTENDANT

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

REPORTS TO: Guest Services Coordinator, Assistant Operations Manager and Operations Manager

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

FLSA STATUS: Hourly, Non-Exempt

POSITION SUMMARY:

Provide zoo guests with the best experience possible and assist Guest Services Coordinators and Managers with daily operations and customer service.

POSITION REQUIREMENTS:

- Must be at least 15 years old of and possess a work permit.
• Ability to relate positively and respectfully at all times with diverse groups of people including but not limited to: guests, volunteers, co-workers, all staff and vendors.
• Basic math skills for purposes of cash handling.
• Must have a strong work ethic and be detailed oriented.
• 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:

- Basic computer, cash register, and credit card machine operation.
• Greeting all guests with enthusiasm and being attentive to their needs to ensure the best service possible.
• Performing job in a professional, knowledgeable and courteous manner.
• Performing essential functions at the entrance, carousel, train and tram ride loader, face painting, Twiga, reception and membership hut.
• Keep work area well organized, stocked and clean.
• Comply with zoo cash handling procedures.
• Complying with all Binder Park Zoo policies and procedures.

OTHER DUTIES AND RESPONSIBILITIES:

- Know and practice safe work procedures and report all unsafe conditions to supervisor.
• Participating in individual and team oriented zoo projects as needed.
• Pick up trash from grounds, parking lots and buildings as needed.
• Report on general maintenance of buildings, equipment and property that affect the experience or safety of guests and staff.
• 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 weekends and holidays.
• Ability to sit, stand, bend, lift and move intermittently.
• Ability to lift 50 lbs and ability to stand for a period of up to 5 hours.
• Ability to read, speak and write English in order to fulfill job functions in an understandable way.
• Ability to work in all weather conditions.

APPROVAL: Supervisor Signature

Date

STATEMENT OF UNDERSTANDING AND ACCEPTANCE:

I have received a copy of the job description for Guest Services Zoo Attendant. 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.