

BINDER PARK ZOO

RECEPTIONIST

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:

Greets and directs guests and visitors in person or by telephone while providing correct information about zoo events and programs.

POSITION REQUIREMENTS:

- Prior receptionist experience using a multi-line phone system.
• Computer and Microsoft Word and Excel experience preferred.
• Excellent interpersonal skills.
• Ability to plan, organize and handle multiple tasks as necessary.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Answering and directing telephone calls using a multi-line phone system.
• Providing guests and callers with general information about the zoo.
• Communicating effectively using a hand held radio.
• Registering individuals for zoo programs.
• Sales - programs, memberships, adopts etc.
• Count room as needed - reconcile and reset supply bags.
• Serving as liaison between staff and emergency personnel in times of emergency.
• Relating positively with diverse groups of people (guests, staff and volunteers).

OTHER DUTIES AND RESPONSIBILITIES:

- Assisting with clerical projects as assigned.
• Complying with all Binder Park Zoo policies and procedures.
• Participating 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 long hours, weekends and holidays.
• Ability to sit for extended periods of time.
• Ability to read, speak and write English in order to fulfill job functions in an understandable way.
• Ability to operate a computer using a keyboard and mouse.

APPROVAL: Supervisor Signature

Date

STATEMENT OF UNDERSTANDING AND ACCEPTANCE:

I have received a copy of the job description for Receptionist. 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.