

BINDER PARK ZOO

GUEST SERVICES ATTENDANT

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

REPORTS TO: Guest Services Coordinators and/or Food & Retail Leads
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 and possess a valid work permit.
Ability to relate positively and respectfully at all times with diverse groups of people including but not limited to: guests, volunteers, 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 in-park functions as needed.
Keep assigned work area well organized, stocked and clean.
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.
Monitoring and reporting with regular inspections the maintenance of buildings, equipment and property.
Management 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 evenings, weekends and holidays.
Ability to sit, stand, bend, lift and move intermittently.
Ability to lift 50 lbs.
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 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

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