

BINDER PARK ZOO

RECEPTIONIST

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

REPORTS TO: Operations Manager and Assistant 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 phone while providing correct information about zoo events and programs.

POSITION REQUIREMENTS:

- Prior receptionist experience using a multi-line phone system.
• Computer, Microsoft Word and Excel experience.
• Excellent interpersonal skills.
• Ability to plan, organize and multi-task.

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.
• Performs essential functions of registration and sales related to programs, memberships, adopts etc.
• Assists with the cash office as necessary, including reconciliation and restocking supply bags.
• Serving as liaison between staff and emergency personnel when necessary.
• 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 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 for extended periods of time.
• Ability to read, speak and write English in order to fulfill job functions in an understandable way.

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.