RECEPTIONIST

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 RESPONSIBILITES: 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

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