

GUEST SERVICES ASSOCIATE FORT WAYNE ZOO



JOB DESCRIPTION

Revised: 2/25 | Reviewed: 2/25

Position Title: *Guest Services Associate*

Supervisor Title: *Guest Services Supervisor*

FMLA Status: *Nonexempt*

PURPOSE

The Guest Services Associate welcomes and assists guests by performing admission, membership, and other point of sale transactions at the Zoo entrance and Guest Service Kiosks. This position also strives to embody the Zoo's values at all times, contributes to positive guest experiences, and performs other duties as required.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Welcomes guests into the Zoo with accurate and efficient entry transactions.
- Operates cash registers and point-of-sale systems at the Zoo entrance and Guest Service Kiosks.
- Accurately preforms basic cash handling and credit card transactions.
- Sells Zoo admission, memberships, and other products.
- Courteously responds to guest needs in a world class service environment.
- Maintains thorough knowledge of essential equipment, software, and hardware used.
- Maintains thorough knowledge of applicable policies and procedures.
- Maintains the highest level of cleanliness in public and behind the scenes areas.
- Performs basic administrative duties such as filing, answering phone calls, and assisting the public.
- Supports the Zoo's commitment to continued growth of diversity, equity, access, inclusion, and belonging for team members, volunteers, guests, and supporters.
- Assists with special projects and helps other team members as needed.
- Actively contributes to positive guest experiences.

EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience.

- High school diploma or GED is preferred.
- Cash handling experience is preferred.
- Previous guest service or retail experience is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to accurately process monetary transactions and use a register.
- Ability to read and perform basic mathematics.

This description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

- Ability to work a highly flexible schedule as required to successfully perform the requirements and functions of the position, including required weekend, evening, holiday, and irregular hours.
- Ability to handle confidential information.
- Ability to understand and follow all safety regulations.
- Ability to track and manage multiple tasks and priorities.
- Ability to arrive at work when scheduled and maintain a positive attendance record.
- Ability to serve as a goodwill ambassador, in every respect and at all times, for the Fort Wayne Zoological Society and the Fort Wayne Zoo in contacts with guests, partners, and the community.
- Ability to deal tactfully and politely with guest questions and misbehavior.
- Excellent communication skills to establish and maintain effective working relationships with team members, volunteers, partners, and the community.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to operate office equipment, including computers, copiers, fax machines, and phones.
- Ability to professionally and appropriately interact and communicate with others in person.
- Ability to negotiate a confined workspace while working with one or more coworkers.
- Ability to read reports, receipts, and other statements; and ability to handle currency.
- Ability to properly lift and carry items up to 25 pounds.
- Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- Ability to perform focused work with close attention to detail.
- Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- This position may include exposure to potentially dangerous or venomous animals.
- This position may include exposure to zoonotic diseases.
- This position may include exposure to noxious native plants.
- This position may include exposure to native biting insects and arthropods.

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