

# GUEST EXPERIENCE ASSOCIATE

## FORT WAYNE ZOO



### JOB DESCRIPTION

Revised: 9/25 | Reviewed: 9/25

**Position Title:** *Guest Experience Associate*

**Supervisor Title:** *Guest Experience Manager*

**FMLA Status:** *Nonexempt*

### PURPOSE

The Guest Experience Associate assists in the planning and execution of guest experience and internal events at the Zoo. This position helps coordinate and host birthday parties, picnics, and field trips and assists with major guest experience events such as Wild Zoo Halloween and Wildlights. 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

- Assists in the planning and execution of the Zoo's guest experience events, including but not limited to birthday parties, field trips, Wild Zoo Halloween, etc., ensuring all logistics and details are managed effectively.
- Serves as a contact for group clients, providing excellent customer service and timely communication throughout the planning process.
- Conducts site tours for prospective clients and assists with the development of planning documents, checklists, and event materials.
- Provides onsite support throughout all phases of events including setup, execution, guest engagement, and teardown.
- Helps monitor and manage event supplies and inventory to ensure readiness.
- Collaborates closely with cross departmental teams – including Guest Services, Security, Operations Services, Animal Care, and Maintenance – to ensure successful event execution.
- Performs general office functions to support the administrative needs of the Guest Experience department.
- Assists in updating and maintaining the Zoo's internal and external event calendars to ensure scheduling accuracy and organizational awareness.
- Accepts other projects and duties as assigned by the Guest Experience Manager.
- 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 required.
- One year of experience in event planning, hospitality, project management, sponsorship, or other donors relations work is preferred.

*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.*

- A valid driver's license is preferred.
- Indiana Safeserve certification 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 professionally and effectively communicate with others through written correspondence.
- Ability to troubleshoot, analyze situations, and make sound business decisions.
- Knowledge of Microsoft Office software.
- Strong organizational skills.
- Knowledge of general office procedures and practices.
- Knowledge of correct grammar and sentence structure.
- 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 work an extended workday while performing physically demanding duties for special event preparation and execution.
- Ability to operate office equipment, including computers, copiers, fax machines, and phones.
- Ability to professionally and appropriately interact and communicate with others, both in person and through phone, email, and written correspondence.
- Ability to regularly travel assigned areas several times per day and efficiently enter all assigned areas.
- 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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