JOB TITLE: Guest Services Representative
DEPARTMENT: Admissions
REPORTS TO: Admissions Manager
DATE REVISED: August 10, 2020
CLASSIFICATION: Non Exempt; part-time, full-time or seasonal
RATE OF PAY: $11.00/hour

JOB STATEMENT/PURPOSE:

The Guest Services Representative plays an important role in the daily operations of the Alaska Zoo. This position is responsible for demonstrating exceptional customer service and ensuring that guests have a positive, welcoming experience during their visit.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Respond to and resolve customer questions, concerns or complaints in a friendly and professional manner.
- Educate visitors on current promotions, programs and provide basic zoo information.
- Receive and distribute mail/packages to zoo staff.
- Receive and stock admissions supplies and products.
- Direct visitors to appropriate zoo staff.
- Assist with inventory.
- Prepare and handle food and beverages in concessions area.
- Sell zoo entry and membership.
- Conducts safety walk through during closing shift.
- Counts and balances cash drawer with accuracy.

JOB SPECIFICATIONS:

- One plus years of experience in a customer service capacity required.
- Highly developed sense of integrity and commitment to customer satisfaction.
- Ability to communicate clearly and professionally, both verbally and in writing.
- Work successfully in a team environment as well as independently.
- Willingness to work a flexible schedule, including weekends and holidays.
- Strong math and computer skills.
- Previous point of sale experience preferred.
- Current food handlers card, or the ability to obtain food handlers card within thirty (30) days of employment.

OTHER RESPONSIBILITIES:

- Ensure a safe and clean work area, including sanitation of guest areas.
- Arrive on time and demonstrate effective time management.
- Other tasks and duties based on the needs of the business.
PHYSICAL AND ENVIRONMENTAL REQUIREMENTS:

- While performing duties of this job, would occasionally be required to stand, walk, sit, reach with hands and arms, climb or balance, stoop or kneel, talk and hear, and use fingers and hands to feel objects, tools or controls.
- Must occasionally lift and/or move up to fifty (50) pounds.
- Ability to work in Alaska weather extremes.
- Job will generally be performed in admissions building.