



**JOB POSTING**

**Posting Open:** 01/1/2018

**Posting Closed:** 1/31/2018

**Department:** Niabi Zoo

**Job Classification:** Field Trip Coordinator

**Employment Type:** Seasonal

**JOB DESCRIPTION:**

**See Attachment**

**Salary:** Minimum Wage

**PLEASE SUBMIT ALL APPLICATIONS TO:**

**Niabi Zoo  
Attn: Field Office Manager  
13010 Niabi Zoo Road  
Coal Valley, IL 61240  
hstockton@niabizoo.com**

## **POSITION DESCRIPTION**

**POSITION TITLE:** Field Trip Coordinator (Seasonal)

**DEPARTMENT:** Administration

**JOB RELATIONSHIPS:**

Reports to: Field Office Manager, Guest Services Manager, Assistant Zoo Director

Supervises: N/A

**BASIC FUNCTION:** This position contributes to the success of Niabi Zoo by assisting teachers, counselors, group leaders with the planning, ticket preparation and field trip day of needs. Under general supervision performs a variety of customer service duties to enhance the customer's experience. The employee receives continuing or individual assignments from the supervisor. This position also is under Assistant Zoo Director, who assists with unusual situations that may arise.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

1. Primary contact person for all field trips via email, phone and onsite.
2. Register all field trips in a timely manner using the POS ticketing system.
3. Prepares invoices and bills related to field trips.
4. Collect and process payments including cash, credit cards and checks.
5. Sells general admission tickets, rides and issues appropriate change.
6. Engage guests in a friendly and positive manner and ensures overall visitor satisfaction.
7. Provides friendly and professional customer service to all zoo guests and fellow staff members at all times.
8. Provide guests with general information about Niabi Zoo, regarding zoo hours of operation, pricing and fees, regulations, special events and directions.
9. Operate the computer based ticketing system.
10. Respond to inquiries from coworkers and provides assistance as needed.
11. Perform other related duties as assigned.

## POSITION REQUIREMENTS AND SPECIFICATIONS:

### **Education, Experience, & License Requirements**

- Must have a High School diploma or working towards one.
- Must be at least 16 years of age.
- Must have a valid driver's license.

### **Competency and Knowledge Requirements**

- Must be able to perform basic math.
- Must have excellent communication and organizational skills.
- Must have the ability to multitask.
- Must be literate in Microsoft Word, Microsoft Excel and Outlook.
- Must be dependable, courteous and able to work with people of all ages.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Ability to educate guests on a variety of topics.
- Knowledge of departmental practices, policies, and procedures.
- Ability to establish and maintain effective working relationships with staff, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical and organizational skills and abilities.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays as needed.
- Ability to perform duties in occasionally unpleasant surroundings

### **Physical Requirements**

Position involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items

### **Environmental requirements**

Position may require frequent exposure to adverse environmental conditions.

### **Sensory Requirements**

Position requires color perception and discrimination. Position requires sound perception and discrimination. Position requires taste perception and discrimination. Position requires odor perception and discrimination. Position requires depth perception and discrimination. Position requires texture perception and discrimination. Position requires visual perception and discrimination. Position requires oral communications ability.