



JOB POSTING

Posting Open: 01/02/2020

Posting Closed: 2/15/2020

Department: Niabi Zoo

Job Classification: Receptionist

Employment Type: Seasonal

JOB DESCRIPTION:

See Attachment

Salary: Minimum Wage

PLEASE SUBMIT ALL APPLICATIONS TO:

**Rock Island County Forest Preserve District
Attn: Niabi Zoo
19406 Loud Thunder Road
Illinois City, IL 61259**

POSITION DESCRIPTION

POSITION TITLE: Receptionist (Seasonal)

DEPARTMENT: Administration

JOB RELATIONSHIPS:

Reports to: Field Office Manager, Assistant Zoo Director

Supervises: N/A

BASIC FUNCTION: This position contributes to the success of Niabi Zoo by assisting customers with providing information about zoo hours of operation, prices/fees, regulations, programs, exhibits and special events. 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 including ticket sales, feeding sessions and servicing animal areas. This position also is under Assistant Zoo Director, who assists with unusual situations that may arise.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Answer and direct phone calls accurately using a multi-phone system.
2. Responsible for learning about zoo operations, history, events and animal collection in order to provide guests with accurate information.
3. Provide guests and callers with general information about the zoo including zoo hours of operation, prices and fees, regulations, programs, exhibits, classes, directions and animal collection.
4. Communicate effectively using two-way hand held radio and the PA system for daily announcements.
5. Ensure a safe environment for visitors, staff and volunteers; monitor key areas and entrances and report safety concerns to a supervisor in a timely manner.
6. Provides friendly and professional customer service to all zoo guests and fellow staff members at all times.
7. Respond to inquiries from coworkers and provides assistance as needed.
8. Assist with Education program, class and field trip registration and payments.
9. May be assigned to various locations, such as admissions, parakeet feeding, domestic animal area and special events.
10. 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 proficient 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 things.
- 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.