

POSITION DESCRIPTION

<u>TITLE:</u>	Membership
<u>DEPARTMENT:</u>	Niabi Zoo
<u>SUPERVISOR:</u>	Guest Services Manager
<u>FLSA:</u>	Non-Exempt
<u>EMPLOYMENT STATUS:</u>	At-Will

BASIC FUNCTION:

Under the direction of the Guest Service Manager or Field Office Manager, Guest Services Attendants perform a variety of duties in providing guest services in particular operations and assistance to visitors and in some instances other staff members of the Niabi Zoo Team. Guest Services Attendants should perform all job assignments with a positive attitude that reflects the Niabi Zoo's mission and values, and must be committed to providing exceptional customer service to each guest who enters the zoo by actively engaging in meaningful guest encounters.

This position promotes and fulfills the zoo's mission by performing the daily operations of the guest service areas of Niabi Zoo. These particular areas and the staff who service them are the main points of contact for all zoo visitors and staff should seek to provide clear, consistent and direct zoo related information and general assistance with exceptional customer service.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.

- **Guest Services/General:**
 - Provides exceptional customer service.
 - Actively engages in meaningful guest encounters.
 - Responsible for learning about zoo operations, history, events and animal collection in order to provide guests with accurate information.
 - Provides information to the public in person or on the phone including, but not limited to: zoo hours of operation, prices/fees, regulations, programs, exhibits, special events, classes, directions, lost and found items, and zoo animal collection.
 - Answering the phone, directing calls and taking messages.
 - Attempts to rectify visitor disputes, complaints and issues as appropriate.
 - Monitors and uses zoo-wide two-way radio communications, and uses zoo-wide

public address system.

- Promoting zoo programs and events including, but not limited to: ADOPT, memberships, educational camps and classes, Boo at the Zoo, Pints for Preservation, Zoofari, and Members Only Night.
- Ensures a safe environment for visitors, staff, and volunteers; monitors key areas and entrances and reports safety concerns to a supervisor in a timely manner.
- Directing deliveries, shipments and salespeople.
- Maintains a clean work environment, and assists with the general cleanliness of zoo common areas.

- **Membership:**

- Provides a great “first impression”, and exceptional customer service.
- Operates Point of Sale (POS) terminal for membership fees, adoptions, donations, memorials and general zoo admission fees; includes capturing visitors’ zip codes, entering data regarding new and renewing members, handling the exchange of payment types, maintaining a cash drawer, and completing daily paperwork.
- Understands and can explain each membership category, the adopt program and donation request policy.
- Maintains membership booth in a clean and organized manner.
- Responsible for preparing membership/Adopt packets and for mailing out any items that go with a membership done over the phone or an online transaction.
- Assists with various member events as needed.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Must be 16 years of age
- Must have a valid driver’s license
- Must have reliable transportation to/from workplace

Competency and Knowledge Requirements:

- Customer service oriented
- Enthusiastic, outgoing personality
- Comfortable actively engaging visitors in meaningful encounters
- Enjoy working with and serving diverse populations
- Ability to establish and maintain effective working relationships with supervisors, co-workers, volunteers and the public
- Ability to be a contributing and productive “team member”
- Ability to understand and follow oral and written instructions
- Ability to work safely, recognize safety hazards and apply proper safety precautions
- Willingness to learn about general zoo operations
- Ability to take direction yet work independently
- Willingness to perform a wide variety of tasks
- Detail Oriented
- Self-motivated

- Ability to learn quickly
- Ability to have scheduling flexibility (must accommodate special events), workweekends, and holidays.
- Ability to remain calm and courteous with demanding/difficult guests and/or situations
- Reliable and punctual attendance habits
- Be interested and enthusiastic about the zoo

Competency and Knowledge Requirements:

- Basic computer knowledge and familiarization with Microsoft products
- Understanding of and ability to use basic cash handling principles
- Excellent customer service skills

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.