

POSITION DESCRIPTION

<u>TITLE:</u>	Reception
<u>DEPARTMENT:</u>	Niabi Zoo
<u>SUPERVISOR:</u>	Office Manager
<u>FLSA:</u>	Non-Exempt
<u>EMPLOYMENT STATUS:</u>	At-Will

BASIC FUNCTION:

Under the direction of the Office Manager or Guest Service Manager, Guest Service 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 Service 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.
- 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.
- Promote zoo programs and events including, but not limited to: ADOPT,

memberships, educational camps and classes, Boo at the Zoo, Pints for Preservation 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.

Reception:

- Provides a great “first impression” and exceptional customer service.
- Answers and direct phone calls accurately using a multi-phone system
- Handles and responds to inquiries via phone and email.
- Operate software system and assist guests as needed.
- Understands and can briefly explain each membership category offered
- Assists with various events as needed
- Respond to inquiries from coworkers and provides assistance as needed.
- 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.