ZooMontana

Job Description - Guest Services Attendant
Department: Guest Services
Reports to: Guest Services Manager
Status: Part Time/Hourly – $12.00+

General Description

To provide support and exemplary customer service for ZooMontana's front facing Guest Services. The Guest Services Attendant is responsible for supporting guest service functions and activities in accordance with the Zoo's mission, philosophy, objectives and goals as established by the organizational policies.

Essential Functions

- **Nature Store**
  - Aid in scheduling of staff for day to day activates.
  - Maintaining adequate and appropriate inventory in the nature store, and alerting Guest Services Manager of low stock.
  - Stocking and pricing of inventory.
  - Maintain the downstairs nature store storage area in a neat and orderly fashion.
  - Run register for day sales, membership sales and gift shop sales.
- **Birthday Parties**
  - Cover as Party Host when necessary.
  - Informing necessary staff of upcoming parties (weekly).
- **Memberships**
  - Help staff upsell memberships to daily guests.
  - Aid Adventure Coordinator with renewal reminders (monthly)
- **Education Building**
  - Cover Front Desk activities
  - Help to establish and enforce procedures to keep the front desk area as clean and clutter free as possible.
  - Create a positive guest experience through exciting and meaningful guest/staff interactions.
  - Coordinate the daily upkeep of the building
    - Garbage in the building and on the plaza emptied daily and as needed throughout the day
    - Bathrooms cleaned daily and as needed
    - Floors throughout the building swept and mopped as needed
    - Windows washed as needed
    - Maintenance

Requirements

- Must be able to work on weekends, holidays and flexible hours as needed
- Must be willing to adapt to future program changes.

- Must be willing to utilize technology, in particular, point of sale systems.
- Must be willing to maintain a strict code of confidentiality with staffing issues.
- Must have excellent interpretation skills, be comfortable with public speaking and be able to improvise when needed.
- Must be able to work in the vicinity of animals, adults and children of various backgrounds.
- Must possess a high school diploma.
- Must be able to stand for extended periods of time.
- Must be able to withstand typical Montana climate
- Must have the ability to adapt to many situations, some stressful, and handle accordingly.
- Must be willing and happy to assist coworkers with duties not under job description.
- Must be willing to perform other duties as assigned.

Experience and Skills

- Minimum of three years' experience performing a variety of public facing functions.
- Proven ability to organize and manage competing priorities.
- Experience managing other's schedules.
- Excellent verbal and written communications skills
- Ability to constructively deal with conflict and afford effective resolutions.