

# **FRIENDS OF THE TOPEKA ZOO JOB DESCRIPTION**

## **GUEST SERVICE MANAGER**

**Exempt/Non Exempt:** Exempt  
**Employment Type:** Full Time  
**Department:** Guest Services  
**Hours:** Tuesday through Saturday with occasional evenings  
**Direct Report To:** FOTZ Executive Director

### **DESCRIPTION SUMMARY**

This position oversees Guest Services for the Topeka Zoo including Admissions, Concessions, Event Rentals, Environmental Services, and Leopard Spot Gift Shop. These Guest Service Centers and their staff are the main contact point for the zoo visitors and staff seeking zoo related information, customer service, and general assistance.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Develops, directs, and maintains a guest services program that focuses on correcting and improving visitor needs/concerns. Defines avenues of communication between guest and zoo staff. Inspects the zoo through the eyes of the visitor and ensures that any irregularities are reported for correction. Identifies visitor expectations and implements changes that meet or exceed those expectations.

- Provides oversight for the day-to-day operations of the Guest Services Centers including the following: Admissions, Concessions, Leopard Spot Gift Shop, Environmental Services, Event Rentals, and Birthday Parties.
- Serves as a primary point of contact for the Topeka Zoo addressing guest needs including: Greeting and directing visitors, assisting with lost persons, managing lost and found items, assisting guests with questions or complaints, screening and answering incoming phone calls from the public and zoo staff.
- Provides leadership for the Guest Service Team enforcing standards, policies, and procedures.
- Oversees direct performance of Guest Service Ambassadors and follows up with corrections where needed.
- Ascertains Guest Service training needs and provides as needed.
- Rectifies visitor disputes, complaints, and issues as appropriate.
- Completes forms/records regarding accidents, first aid cases, lost persons, auto thefts/break-in, customer comments/complaints and refund requests.
- Ensures all guest service equipment is clean and functioning.
- Ensure all Guest Service Center work stations are clean and organized.
- Operates cash registers or point of sales terminals. This includes handling the exchange of payment types, maintaining cash drawers, and completing daily paperwork.
- Performs breaks and assists Guest Service Centers where needed.
- Assists in coordinating events, event rentals, etc.
- Communicates on-site issues or ideas for improvements regarding customer service, personnel, policy, or other related areas.

## **QUALIFICATIONS**

- Required education/experience as indicated below
- Ability to offer positive and constructive criticism to Guest Service Ambassadors
- Possess a professional and positive attitude in a stressful environment
- Ability to learn and adapt quickly in a constantly changing environment
- Ability to work with strong attention to detail
- Ability to work as part of a team and independently
- Enjoy working with and serving diverse populations
- Ability to be a clear thinker, analyze, and resolve problems exercising good judgment.
- Ability to remain calm and courteous with demanding/difficult guests and/or situations
- Strong communication skills and interpersonal skills
- Be able to prioritize daily tasks and demonstrate time management skills
- Prepared to work varying hours and a flexible seasonal schedule (including weekends and possibly evenings)
- Have strong cash handling skills
- General office skills including Microsoft Word and Excel proficiency
- Reliable and punctual attendance habits
- Be interested and enthusiastic about the zoo
- Commitment to the mission of the Topeka Zoo and its Core Values.
- Ability to treat your work area, the tools you use to complete your job, and the entire facility with respect.
- Must have own vehicle and a driver's license.

## **EDUCATION/EXPERIENCE**

- Associates degree in Business, Hospitality or related discipline (education can be substituted in lieu of relevant experience).
- Minimum of 3 years management experience in a customer service or guest services environment.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- Maintain current First Aid/CPR certification
- Pass Criminal Background check
- Valid Driver's License

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outdoor weather conditions.

The noise level in the work environment is usually moderate. Employees may be asked to work in physically close quarters. The noise level in the work environment can be higher than moderate based on the number of visitors at the zoo.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is required to stand and stoop, kneel, crouch, or crawl. The employee must regularly lift and move up to 25 pounds and occasionally lift and/or move up to 50 pounds. The employee is occasionally required to set up tables, chairs, boxes of supplies, and other necessary equipment. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus. Close vision is required to check identifications, membership cards, coupon types, etc. and computer and register buttons and screens. Distance vision is necessary for adequate crowd control.