

FRIENDS OF THE TOPEKA ZOO JOB DESCRIPTION

GUEST SERVICE AMBASSADOR

Exempt/Non Exempt: Hourly
Employment Type: Part Time Seasonal
Department: Guest Services
Hours: Monday through Sunday. Weekend required, occasional evening.
Direct Report To: Guest Service Manager

DESCRIPTION SUMMARY

The Guest Service Ambassadors provide enthusiastic service to Zoo guests with the goal of enhancing each guest's experience. Guest Service Ambassadors will be trained in the following areas: ticket sales, stroller/wagon rentals, cashiering in the Leopard Spot Gift Shop, preparing/serving food in the Grazers Café, Janitorial Services, birthday parties, and other guest service experiences as needed.

QUALIFICATIONS

- Ability to provide exceptional guest service skills and enjoy working with the public.
- Availability to work nights, weekends, holidays, and school breaks.
- Experience with computer and/or cash register
- Strong organizational money management skills.
- Ability to engage and communicate effectively with guests of all ages through good listening skills, friendliness, enthusiasm, and a positive and professional attitude.
- Ability to adapt to a fast paced working environment.
- Bi-lingual in English and Spanish is a plus.
- Ability to learn and adapt quickly in a constantly changing environment
- Ability to work as part of a team and independently
- Ability to remain calm and courteous with demanding/difficult guests and/or situations
- Strong communication skills and interpersonal skills
- Reliable and punctual attendance habits
- Ability to work outdoors in extreme weather conditions.
- 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.
- Ability to pass a pre-employment drug and background check.

EDUCATION/EXPERIENCE

- Must be a minimum of 16 years of age

CERTIFICATES, LICENSES, REGISTRATIONS

- 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.