

FRIENDS OF THE TOPEKA ZOO JOB DESCRIPTION

GUEST SERVICE ASSISTANT MANAGER

Exempt/Non Exempt: Hourly
Employment Type: Part Time
Department: Guest Services
Hours: 35 hrs: Sunday and Monday required. Flexible on other days depending on season.
Direct Report To: Guest Service Manager

DESCRIPTION SUMMARY

The Guest Service Assistant Manager provides enthusiastic service to Zoo guests with the goal of enhancing each guest's experience. The Assistant Guest Service Manager assists in managing the daily operations of the Topeka Zoological Park. The Assistant Guest Service Manager is primarily responsible for the Leopard Spot Gift shop.

Duties

- Provides excellent customer service in all guest-service areas.
- Helps with scheduling, training, and supervising staff.
- Assists in purchasing of product for Leopard Spot and Grazer's Café.
- Responsible for receiving and staging product.
- Covers necessary shifts within gift shop, concessions, and admissions.
- Performs duties as required for special events and activities.
- Assists in all other Guest Service operations.

QUALIFICATIONS

- Availability to work nights, weekends, holidays, and school breaks.
- Experience with computer and/or cash register.
- Strong 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.
- Energetic and flexible to work within a dynamic, fast-paced environment.
- Ability to work as part of a team and independently.
- Reliable and punctual attendance habits.
- Ability to work outdoors in extreme weather conditions.
- Commitment to the mission of the Topeka Zoo and its Core Values.
- Ability to pass a pre-employment drug and background check.

EDUCATION/EXPERIENCE

- Must be a minimum of 18 years of age
- Previous relevant education/experience preferred, but not required.

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.