

Job Classification: Non-exempt, Full-Time, Part-Time, or Seasonal

Work Schedule: Monday through Sunday. Weekends required, occasional evening.

Reporting Relationship: Guest Service Manager

Primary Accountabilities:

The Guest Services Ambassador is a member of our Guest Service team for Friends of the Zoo ("FOTZ"). This position will be expected to provide enthusiastic service to Topeka Zoo ("Zoo") guests with a focus in ticketing, food, and retail operations.

Major Duties:

- Carries out daily posted opening/closing procedures in the assigned area.
- Keeps assigned area organized, clean, and stocked per daily, weekly, and monthly checklist.
- Assists with general up-keep of guest paths and facilities.
- Assists guest in a friendly and positive manner regarding Zoo offerings, prices, information, and directions.
- Processes retail, concessions, and admission transactions providing accurate change.
- Clears trash, picks up debris and assists in cleaning the Zoo grounds, walkways, and receptacles.
- Prepares and serves hot food using proper handling and preparations techniques adhering to state health laws.
- Assists with events, after hour programs, rentals and/or parties when scheduled.
- Projects a professional image while in uniform and using the two-way radio.
- Assists with setup and cleanup to ensure rental spaces are maintained appropriately.
- Attends all FOTZ daytime, evening and weekend special and private and corporate events, as required.
- Performs additional duties as assigned.

Required Qualifications:

- Must be at least 16 years old, legally able to work in the US, and pass a background check.
- Previous Kitchen, Cashier, Sales, and/or Customer Services experience is preferred.
- Must be energetic and have a positive personality
- Possess basic problem-solving skills
- Reliable and punctual attendance habits.
- Ability to establish and maintain effective working relationships with co-workers
- Ability to work in a team environment and independently as needed.
- Ability to work in varied weather conditions and environments.
- Able to self-motivate and take initiative without direct supervision

- Ability to engage and communicate effectively with guests of all ages through good listening skills.
- Ability to adapt to a fast-paced working environment.
- Friendliness, enthusiasm, and a positive and professional attitude.
- Strong organizational skills and the ability to coordinate multiple projects.
- Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Ability to communicate effectively, both verbally and in writing, with staff, clients, and the business community.
- Commitment to the mission of the Topeka Zoo and its Core Values.

Physical Demands:

- Ability to frequently reach with hands and arms.
- Ability to sit for extended periods of time.
- Ability to read computer screens, e-mail, and mail.
- Ability to talk on the phone.
- Ability to work some evenings and weekends and attend events required.
- Ability to move up to twenty-five (25) pounds.

Work Environment:

- Regularly exposed to outdoor weather conditions.
- Interaction with staff and customers, including demanding or difficult customers and/or situations.
- Although most work is performed within scheduled hours, some irregular hours on evenings, weekends, and holidays may be necessary.

Additional Duties:

Additional duties and responsibilities may be added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee(s) holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor.