

<b>Team Member:</b>		<b>Supervisor:</b>	Guest Engagement Supervisor
<b>FLSA (Exempt/Non-Exempt):</b>	Non-Exempt (hourly)	<b>Position (full or part-time):</b>	FT, PT, Seasonal
<b>Hours:</b>	As per business needs	<b>Supervises:</b>	none
<b>Last Updated (date &amp; by):</b>	2023, KScott	<b>Professional certifications/ Licenses required:</b>	

<b>Mission:</b>	To enrich our community through wildlife conservation and education.
<b>Vision:</b>	We believe what we do changes the world. Every choice we make helps save the planet.
<b>DEAI Statement:</b>	<i>Ensure everyone feels welcome and valued by striving to create an environment that is as diverse as the wild spaces we are trying to protect.</i>
<b>Core Values:</b>	CAST Must be embraced in decisions made, work culture and behavior, and influencing others.
<b>Create</b>	We have a culture that welcomes all. We build equitable experiences and relationships with our guests and team. We are innovative with education, wellness, and conservation. We cultivate memories, experience, and empathy.
<b>Adapt</b>	We listen and include others. We are flexible to accept change and changing priorities. We accept responsibility and we work well with others even in difficult circumstances.
<b>Steward</b>	We care for tomorrow today. We set good examples. We are honest in our communications and lead others well. We value diversity. We keep our promises. We provide education to our team and guests while we continue to educate ourselves. We protect our animals, our guests, and our team.
<b>Transparent</b>	We share information timely and accurately. We are trusted with confidential information. We have high ethical standards. We are authentic. We believe that transparency is the foundation for building trusting relationships. We value diversity, equity, accessibility, and inclusion.

<b>Schedule:</b>	Flexible schedule, including weekends, holidays, and some evening hours.
50%	Maintain cleanliness of buildings, restrooms, rental spaces, grounds, pathways
30%	Re-stock supplies, communicate needs, turn in work orders
20%	Other or General Duties

**Position Mission:**

This position supports the organization by ensuring our guests enjoy a quality experience while creating memorable and meaningful moments. You bring significant value because you have pride in the work you perform, with the safe and cleanliness environment you provide for our guests. You contribute to the bottom line by delivering quality experiences that increase our guest visits. Providing a safe, friendly, and enjoyable environment that supports the guest experience.

**Essential Functions:**

The Environmental Services are members of our Guest Service team for Friends of the Zoo. This position is responsible for maintaining the cleanliness of Topeka Zoo grounds, buildings, and pathways.

**Core**

- Carries out daily posted opening/closing procedures in the assigned area.
- Keeps restrooms stocked, clean, and clear of debris.
- Communicates with others when supplies are low, assisting with the reorder.

- Clears trash and debris from the zoo grounds, perimeter fence line, walkways, and receptacles.
- Operates small machinery and drives small utility vehicles.
- Keeps building lobbies swept, mopped, and cleared of all debris.
- Projects a professional image while in uniform and using the two-way radio.
- Attends all FOTZ daytime, evening, and weekend special, private, and corporate events, as required.
- Performs additional duties as assigned.

**General Responsibilities:**

- Maintain a professional, courteous, and tactful demeanor with all guests and co-workers.
- Work alongside TEAM members making choices today, in line with the Topeka Zoo and Conservation Mission.
- Support FOTZ's strong relationship culture through ongoing contact (internal, external, vendor, BOD, and stakeholders)
- Provide superior service by resolving problems efficiently and responding timely.
- Identify and implement solutions to problems in general and urgent matters.
- Actively seek to add and enhance knowledge regarding developments and current trends in the industry that will serve FOTZ's needs
- Work collaboratively with staff to maintain a team environment to accomplish the tasks necessary to serve and support the organization.
- Flexible to accept additional assignments as requested by leadership.
- Cross-train for other positions to cover when necessary.
- Professionalism while representing FOTZ (onsite, professional, and community events and via communications)
- Participate and attend meetings as requested.
- Timely responses to inquiries for information to customers, staff, and vendors
- Answer telephone calls and provide a prompt response.
- Comply with federal, state, and local laws and regulations.
  - Follow FOTZ policies and procedures.
- Other duties as assigned.

**Performance Measurements & Primary Accountability:**

- Accurate and timely processing of work
- Collaborative relationships are developed and maintained with guests and staff (internal and external)
  - Team player that accomplishes work tasks in collaboration with others
  - Ability to change while accepting and supporting management decisions.
- Achievement of objectives as outlined by leadership.
- Arrive and depart from work timely per schedule.

**Qualifications: (Knowledge, Skill, and Ability)**

- Must be at least 16 years old, legally able to work in the US, and pass a background check.
- 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:**

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Ability to frequently reach with hands and arms. Along with the ability, be able to bend, lift, pull, twist, push, squat, and drag. Have good “hand/ eye” coordination, lift a decent amount of weight.
- Ability to safely handle and operate hand tools, power tools, and other equipment necessary to conduct assigned tasks.
- Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- Have good time management while showing productivity.
- Regular attendance and punctuality are essential functions of the position.
- Ability to exercise care to avoid accidents.
- Ability to move frequently throughout the day, on feet for extended periods of time.
- Ability to read computer screens, e-mail, and mail.
- Ability to move up to fifty (50) pounds.
- Ability to drive.

**Work Environment:**

- Interaction with staff and customers, including demanding or difficult customers and/or situations.
- Although most work performed is within scheduled hours, some irregular hours on evenings, weekends, and holidays may be necessary. Willingness to work flexible schedules when necessary, including weekends, holidays, and nights.

This job description does not state nor implies that these are the only activities to be performed by the team member holding this position. Staff is required to follow other job-related instructions and to perform other job-related responsibilities as requested by management.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodation will be made which may pose serious health or safety risk to the team member or others or which impose undue hardships on The Practice. An individual seeking an accommodation should contact Human Resources immediately.

**I can perform this job without accommodation.**

**I need an accommodation to perform this job.**

Job descriptions are not intended to and do not create employment contracts. Team members can be terminated at any time, for any reason not prohibited by law.

**FOTZ is an at-will employer.**

Team Member signature:

Date submitted:

**By checking this box, I verify the above is my electronic signature.**