

Team Member:		Supervisor:	Guest Engagement Supervisor
FLSA (Exempt/Non-Exempt):	Non-Exempt (hourly)	Position (full or part-time):	Part-time. seasonal
Hours:	As per business needs	Supervises:	none
Last Updated (date & by):	2023, KScott	Professional certifications/ Licenses required:	none

Mission:	To enrich our community through wildlife conservation and education.
Vision:	We believe what we do changes the world. Every choice we make helps save the planet.
DEAI Statement:	<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>
Core Values:	CAST Must be embraced in decisions made, work culture and behavior, and influencing others.
Create	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.
Adapt	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.
Steward	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.
Transparent	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.

Schedule:	Days, Weekends, Some Evenings & Holidays
50%	Operates the day-to-day activities and procedures of assigned work area.
30%	Maintains a clean work environment, stocks merchandise, answers guests' questions.
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 do and enjoy working with 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 Guest Engagement Team at the Topeka Zoo & Conservation Center works to build and maintain a strong relationship between our visitors, staff, and the animals. We provide our community with a fun, safe, educational environment to create long-lasting memories and connections to animals everywhere in the world. We are an adaptive team that works together to ensure the day-to-day operations in ticketing, retail, and food locations go smoothly while prioritizing the guest experience.

Core

- Counting in and out your assigned register
- Processes transactions in admissions, retail, and food locations
- Engages with guests to educate them on conservation, our animals, and upcoming Zoo events.
- Answers guests' questions in a friendly, positive manner regarding Zoo memberships, ticket prices, and general Zoo information
- Communicates with other departments such as Education, Animal Care, and Administrative to stay informed on happenings around the Zoo.
- Uses the two-way radio system in a professional manner to communicate between self and Zoo staff.
- Keeps the assigned area for the day maintained, stocked, and organized.
- Assists in ensuring Zoo grounds, walkways, and receptacles are trash-free and clean.
- Assist in the setup, execution, and cleanup of after-hours or special events when directed/scheduled.
- Performs additional duties as assigned by Supervisor.

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 of age.
- Able to pass a federal background check.
- Must be energetic and have a positive attitude, even if dealing with difficult guests or situations.
- Possess basic problem-solving skills.
- Ability to communicate effectively in-person as well as through e-mail, text, and two-way radio.
- Must project a professional and hygienic image
- Ability to establish and maintain effective working relationships, being able to work both as a team and independently.
- Ability to work in various weather conditions and environments.
- Ability to self-motivate and take initiative without constant direct supervision.
- A positive affiliation with the core values and mission statement of Topeka Zoo.
- Respect for the animals that call our workplace home.

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 read computer screens, e-mail, and mail.
- Ability to talk on the phone.
- Ability to work some evenings and weekends and attend events required.
- Standing or sitting for long periods of time
- Reading computer screens, e-mails, and fine-print lettering
- Ability to move up to twenty-five pounds

Work Environment:

- The Topeka Zoo aims to be a diverse, inclusive, and safe environment for all its visitors and staff alike.
- Varied weather conditions- work is both indoors and outdoors.
- Varied work-pace environment- sometimes fast-pace, sometimes slow-pace.
- Occasional 'large crowds', especially during Spring Break and Zoo Lights.
- Interaction with staff and customers, including demanding or difficult customers and/or situations.

- Although most work performed is within scheduled hours, 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.