

Team Member:		Supervisor:	Guest Engagement Supervisor
FLSA (Exempt/Non-Exempt):	Non-Exempt (hourly)	Position (full or part-time):	Full-time, part-time
Hours:	As per business needs	Supervises:	none
Last Updated (date & by):	2025, FM	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:	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:</i>	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:	Flexible schedule, including weekends, holidays, and evening hours
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 plays a vital role in ensuring that guests receive exceptional service during their time at the zoo. By facilitating positive interactions at point-of-sale locations, guiding guests through enriching experiences, and maintaining the cleanliness of the zoo, you create lasting memories for visitors. You enhance the guest experience through engaging conversations, sharing knowledge about zoo programs and events, and helping guests find perfect souvenirs. Your efforts contribute to the zoo's success by delivering high-quality experiences that encourage repeat visits and boost guest satisfaction.

Essential Functions:

The Guest Engagement Team Member is responsible for providing exceptional service to guests, ensuring a positive, welcoming atmosphere throughout their visit. This position supports the Guest Engagement team by assisting with daily operations in areas such as retail, admissions, and food & beverage. The Team Member plays a crucial role in creating memorable experiences for visitors, addressing their needs, and maintaining a clean and well-organized environment. They work closely with the Assistant Supervisor and Supervisor to deliver seamless guest services and uphold the zoo's standards for hospitality and professionalism.

Essential Responsibilities:

- **Guest Service:**
 - Greeting guests warmly and assist them with any inquiries related to zoo programs, exhibits, events, memberships, and services.
 - Provide directions to exhibits, events, and amenities within the zoo to ensure guests have an enjoyable experience.
 - Assist with retail, admissions, and food & beverage transactions, including cash handling and processing payments accurately.
 - Engage guests with friendly, helpful conversation, and encourage them to explore the zoo's offerings.
- **Operational Support:**
 - Help maintain cleanliness and organization in all guest-facing areas, including retail displays, café, admissions, and public spaces.
 - Assist in stocking merchandise, preparing food & beverages, and ensuring areas are tidy and fully operational.
 - Support the setup and breakdown of events or special activities as needed.
 - Participate in team meetings, taking direction from the Guest Engagement Supervisor and Assistant Supervisor to ensure smooth operations.
- **Team Collaboration & Communication:**
 - Communicate effectively with team members, providing support during peak times, breaks, and busy shifts.
 - Report any guest concerns or operational issues to the Guest Engagement Assistant Supervisor or Supervisor in a timely manner.
 - Maintain professional conduct and work as a collaborative team member to meet guest needs.
 - Be receptive to feedback from supervisors and peers, utilizing it as an opportunity to improve and grow in the role.
- **Guest Experience Enhancement:**
 - Actively seek opportunities to engage with guests and enhance their visit by offering recommendations and personalized information about the zoo.
 - Assist with crowd management during peak periods, helping to direct guests and maintain a comfortable flow of visitors.

General Responsibilities:

- Maintain a professional, courteous, and tactful demeanor when interacting with guests, co-workers, and external partners.
- Lead and support team members in alignment with the Topeka Zoo and Conservation Mission, ensuring decisions are in line with organizational values.
- Foster strong relationships through ongoing communication with internal teams, external partners, vendors, the Board of Directors (BOD), and key stakeholders.
- Deliver superior service by resolving issues promptly and addressing concerns with urgency and efficiency.

- Proactively identify solutions to problems, both in day-to-day operations and urgent situations.
- Stay informed on current industry trends and developments that can benefit the zoo, actively seeking opportunities for professional growth.
- Represent FOTZ professionally in all settings, including onsite activities, community events, and communications.
- Participate in meetings as required and contribute to team discussions and planning.
- Respond to customer, staff, and vendor inquiries in a timely and helpful manner.
- Answer telephone calls and provide prompt, professional responses.
- Adhere to all applicable federal, state, and local laws and regulations.
- Follow FOTZ's policies and procedures to ensure consistency and compliance.
- Perform other duties as assigned to support the mission of the zoo.

Performance Measurements & Primary Accountability:

- Timely and accurate completion of work tasks, ensuring all deliverables are met with attention to detail.
- Strong, collaborative relationships with guests, staff, and stakeholders are maintained, contributing to a positive work culture.
- Demonstrate teamwork by accomplishing tasks in collaboration with others.
- Ability to adapt to change, accepting and supporting management decisions positively.
- Achievement of individual and team objectives as set by leadership.
- Consistent and reliable attendance, arriving and departing work on time as scheduled.

Qualifications (Knowledge, Skill, and Ability):

- Prior experience in guest services or a customer-facing role preferred.
- Strong interpersonal skills and the ability to interact effectively with guests of all ages and backgrounds.
- Ability to respond to a variety of guest inquiries or situations with professionalism, tact, and enthusiasm.
- Excellent verbal communication skills and ability to follow instructions.
- Basic math skills and cash-handling abilities.
- Ability to work in a fast-paced environment and handle multiple tasks efficiently.
- Team-oriented with the ability to collaborate and work independently when needed.
- Dependable with strong attention to detail and punctuality.
- Positive attitude, outgoing personality, and enthusiasm for working with the public.
- Ability to stay calm and professional during busy periods or when dealing with difficult situations.
- A genuine passion for providing excellent customer service and creating memorable guest experiences.
- Commitment to the mission of the Topeka Zoo and its core values.
- Bilingual language skills a plus.
- Valid Kansas driver's license preferred.

Physical Demands:

- **Mobility & Physical Requirements:** The ability to frequently walk across the assigned area, and perform physical tasks such as reaching, bending, kneeling, lifting (up to 50 pounds), pulling, twisting, pushing, squatting, and dragging. This requires good hand-eye coordination and physical stamina to sit, stand, or move intermittently throughout the workday.
- **Indoor/Outdoor Work:** This role requires flexibility to work both indoors and outdoors in varying environmental conditions, including extreme temperatures, inclement weather, and possibly wet, icy, or muddy conditions. Exposure to hay, dust, and other outdoor elements is common.

- **Vision & Concentration:** Must have the ability to read computer screens, emails, and documentation, while maintaining focus on detailed information for extended periods. Requires good vision abilities, including close vision, color vision, peripheral vision, and depth perception.
- **Safety & Compliance:** A critical aspect of this role is ensuring safety in the work environment by exercising caution to prevent accidents. Must adhere to safety standards and comply with all relevant regulations and policies, including those set by TZCC, AZA, and USDA.
- **Multitasking & Time Management:** The role demands strong organizational skills with the ability to multitask effectively in a fast-paced environment. Must manage time efficiently, stay productive, and prioritize tasks while engaging with the public and working collaboratively as part of a team or independently.
- **Attendance & Punctuality:** Regular attendance and punctuality are essential for this position.
- **Documentation & Computer Skills:** Proficiency in documenting pertinent information and utilizing computer software (e.g., Word, Excel) is required, along with strong communication skills.
- **Vehicle Operation:** Ability to operate golf carts and on-the-road vehicles as part of job responsibilities.

Work Environment:

- **Customer & Staff Interaction:** Ability to effectively engage with staff and visitors, including handling challenging situations or difficult customers.
- **Flexible Scheduling:** Willingness to work irregular hours, including evenings, weekends, and holidays, as needed to meet the demands of the role.
- **Animal Safety Awareness:** Knowledge of safety protocols and precautions when handling or working around dangerous animals.
- **Vehicle Operation:** Ability to safely operate a golf cart and other zoo vehicles as required.
- **Adaptability & Stress Management:** Capable of adapting to changing circumstances, managing pressure, and maintaining composure in stressful situations involving animals and guests.
- **Emergency Response:** Able to stay calm and respond swiftly and effectively in emergency situations.

This job description does not state nor imply that these are the only activities to be performed by the team member holding this position. Staff are 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 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: