

POSITION DESCRIPTION



POSITION TITLE: Guest Services Manager

UPDATED: October 2016

SUPERVISOR'S TITLE: Director of Operations

FLSA Status: Nonexempt

PURPOSE

The Guest Services Manager is responsible for the daily operation of the zoo's front entrance. This position oversees admissions and membership sales and ensures that all objectives are met through planning and coordination of staff and resources. The Guest Services Manager also manages the budgets related to these departments and is responsible for overseeing all revenue generated. When the zoo is closed, this person manages the Guest Services Building and performs necessary receptionist/clerical responsibilities. This position also contributes to positive guest experiences and performs other duties as required.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

- ▶▶ Manages daily operations of the main entrance.
- ▶▶ Creates a positive guest experience by conducting smooth, efficient admissions and membership processes.
- ▶▶ Serves as a participatory, hands-on leader for admissions processes when the zoo is open and directly interacts with guests for the entire workday.
- ▶▶ Maintains thorough knowledge of the software and hardware used at the front gate; Troubleshoots problems with it.
- ▶▶ Maintains thorough knowledge of zoo policies and procedures; trains staff on the policies and procedures and enforces them.
- ▶▶ Supervises the daily processing of membership and admissions to ensure accuracy and timeliness.
- ▶▶ Evaluates and suggests changes to membership procedures, including outreach, benefits, pricing, database, forms, and reports. Ensures that the staff implements membership and admissions systems in order to achieve growth.
- ▶▶ Manages financials for membership and entrance funds, cash, and receipts.
- ▶▶ Recognizes and reports safety concerns.
- ▶▶ Delivers tickets to clients as needed.
- ▶▶ Performs all duties of subordinates during the winter and as needed throughout the year.
- ▶▶ Assists with special projects and helps other zoo employees as needed.
- ▶▶ Actively contributes to positive guest experiences.

SUPERVISORY RESPONSIBILITIES

- ▶▶ Schedules and plans work duties to use personnel, material, and equipment effectively and efficiently.
- ▶▶ Ensures that staff members follow written procedures for money handling and provides them with training; works with the finance personnel to update the procedures and ensure that the money is properly accounted for.
- ▶▶ Assists in determining staffing needs; interviews, hires, and orients all staff; prepares and administers regular evaluations; conducts disciplinary and termination conferences.
- ▶▶ Provides support and supervision to staff.

EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience.

- ▶▶ High school diploma or GED is required.
- ▶▶ Two years of experience in retail sales, front desk operations, or a related field is required.

- » One years of supervisory experience is required.
- » A bachelor's degree in business, communications, or a related field is preferred.
- » Valid driver's license is preferred.
- » Knowledge of POS systems is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- » Knowledge of cash management and strategic planning in the areas of budgeting, analyzing, and benchmarking.
- » Ability to use mathematical principles to make calculations, balance and reconcile figures, and make changes accurately.
- » Ability to professionally and effectively communicate with others through written correspondence.
- » Ability to troubleshoot, analyze situations, and make sound business decisions.
- » Ability to make independent decisions and manage time effectively.
- » Knowledge of Microsoft Office software.
- » Strong organizational skills.
- » Knowledge of general office procedures and practices.
- » Knowledge of correct grammatical usage, punctuation, etc.
- » Ability to create and manage budgets.
- » Ability to effectively and proactively train and supervise employees.
- » Ability to make independent decisions and delegate responsibility and duties.
- » Knowledge of management practices to direct staff.
- » Ability to work a highly flexible schedule; weekend, evening, holiday, and irregular hours will be required.
- » Ability to handle confidential information.
- » Ability to understand and follow all safety regulations.
- » Ability to handle multiple tasks simultaneously.
- » Ability to arrive to work on time and maintain a positive attendance record.
- » Ability to serve in every respect and at all times as a goodwill ambassador for the Fort Wayne Zoological Society and the Fort Wayne Children's Zoo in contacts with zoo visitors and the general public.
- » Ability to deal tactfully and politely with guest questions and misbehavior.
- » Excellent communication skills to establish and maintain effective working relationships with staff, volunteers, partners, and/or the public.

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.

- » Ability to operate office equipment, including computers, copiers, fax machines, and phones.
- » Ability to professionally and appropriately interact and communicate with others, both in person and through phone, email, and written correspondence.
- » Ability to regularly travel to assigned areas several times per day and efficiently enter all assigned areas.
- » Ability to negotiate a confined workspace while working with one or more coworkers.
- » Ability to read reports, receipts, and other statements; and ability to properly handle currency.
- » Ability to properly lift and carry items up to 25 pounds.
- » Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- » Good speaking and listening skills.
- » Ability to perform focused work with close attention to detail.
- » 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.
- » This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- » This position may include exposure to potentially dangerous animals.