

POSITION DESCRIPTION

POSITION TITLE: Guest Services Lead

UPDATED: January 2022

SUPERVISOR'S TITLE: Guest Services Manager

FLSA Status: Nonexempt

PURPOSE

The Guest Services Lead serves as secondary leadership at the zoo's front entrance and in the Guest Services Building. This position assists the Guest Services Manager with entrance booth operations, database management, and other daily operations in an effort to create positive guest experiences. 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

- ▶▶ Analyzes, processes, and tracks all transactions and reports on the point of sale system.
- ▶▶ Opens and closes the Guest Services Building and the entrance booths.
- ▶▶ Sells general admission and memberships, processes reservation and groups sales orders, and validates tickets for entrance to the zoo using point of sales systems.
- ▶▶ Assists the Guest Services Manager with daily operations; informs of events in their absence.
- ▶▶ Assists the Guest Services Manager with special reports and projects.
- ▶▶ Performs entrance line management on busy days.
- ▶▶ Troubleshoots POS systems.
- ▶▶ Fulfills Will Call requests.
- ▶▶ Fulfills internal ticket requests.
- ▶▶ Fulfills membership card mailings and processes.
- ▶▶ Responds to membership inquiries from members and other zoos.
- ▶▶ Creates SOPs for Guest Services Leads and Associates.
- ▶▶ Performs basic office administrative duties such as filing, answering phone calls and voicemails, and assisting the public.
- ▶▶ Addresses guest complaints and situations when they occur.
- ▶▶ Assists with special projects and helps other zoo employees as needed.
- ▶▶ Actively contributes to positive guest experiences.

SUPERVISORY RESPONSIBILITIES

- ▶▶ Assists in determining staffing needs; assists in interviewing and hiring; orients and trains all staff; prepares and administers regular evaluations.
- ▶▶ 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.
- ▶▶ One year of office or retail experience is required.
- ▶▶ Knowledge of POS systems is preferred.
- ▶▶ Valid driver's license 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.

- ▶▶ 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 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 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 light supplies and materials.
- » 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.