

Great Plains Zoo & Delbridge Museum of Natural History

Guest Service Team Member(s)

General Statement of Duties

An employee in this position, with minimal supervision from the Guest Services Manager and/or Guest Service Team Leader(s), is responsible for general day-to-day operations of guest service areas, including but not limited to the gift shop, rides, admissions, vending and food service. The employee will also assist with additional activities related to Group Services and Special Events for the Great Plains Zoo and Delbridge Museum. He/She is also a contact person for the general public to answer general zoo related questions.

Responsibilities

General

Maintain and enthusiastic, self-reliant and self-starting approach to job responsibilities and accountability. Strive to anticipate work load and initiate proper acceptable direction for completion of work with minimum of supervision or instruction.

Share knowledge with supervisor and staff for mutual and organizational benefit. Contribute to maintaining high morale among zoo and museum team employees. Develop and maintain cooperative and courteous relationships with zoo staff, volunteers, Board members, clients and general public so as to project a positive image and maintain positive relations with zoo and museum supporters/guest. Tactfully and respectfully, handle request, suggestions and complaints from other departments and person in order to maintain good working relations within the zoo and museum. Emphasizes the importance of maintaining a positive image within the zoo and museum.

Guest Service

- Must have excellent communication skills and enjoy working with people.
- Be pleasant and courteous to guest and fellow employees.
- Give information about state/local tourist destinations.
- Employee is to be cross-trained into all guest services areas.
- Processing zoo offered programs (Camps, Classes and all special events)
- Operates cash register and are comfortable handling cash, check and credit cards.
- Inputs data into database to record membership transactions: renewal, address change, etc.
- Be observant and efficient
- Prepare and sell food items in the Maasai Market.
- Follow health codes to ensure safe practices regarding food, equipment and cleaning.
- Light, cleaning of gift shop as needed.
- Maintain the lobby restrooms- general cleaning.
- Operate a standard transmission (Must be 18).
- Ability to speak comfortably with guest and large groups.
- Track ride attendance.
- Other duties assigned by Guest Service Manager and/or Guest Service Team Leader(s).

Reports

Reports to the Guest Service Manager and/or Guest Service Team Leader(s).

Status

Seasonal (non-exempt) position(s).

Education, Experience, and Qualifications

Must have a high school diploma or GED and be 18 years of age. Some experience with public and money handling would be beneficial.

Health and Safety

Must be able to lift and carry up to 50 pounds. Must submit to a criminal background check prior to employment.

Completed employment applications may be sent to:

Amanda French

Guest Services Manager

Great Plains Zoo & Delbridge Museum of Natural History

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