



## Guest Services Assistant Manager, Guest Services

### Position Summary:

The Assistant Manager of Guest Services plays a vital role in supporting and assisting with the management of various aspects of guest services operations at the Friends of the Alexandria Zoo. This role involves providing support for the Zootique gift shop, train operations, Palm café, Dippin Dots, aviary, birthday parties, and assistance with events. The Assistant Manager works closely with the Guest Services Manager to ensure the smooth functioning of these operations. Moreover, all operations are performed in accordance with zoo and FOTAZ policies.

### MINIMUM QUALIFICATIONS

- Must be at least 21 years old
- Minimum of one year of retail/food service experience
- High School diploma or GED; or any combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Must possess a valid Louisiana driver's license.
- Clear criminal background check.
- Pass drug test with no illegal substance use.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Providing excellent customer service to Alexandria Zoo guests
- Assist in operations and staffing of all guest services operations (Café, Gift Shop, Train, Aviary)
- Assist with ordering, receiving, inventory control, merchandising and price adjustments
- POS operations, Payroll
- Assist with hiring, training, and discipline of staff
- Assist with FOTAZ and Alexandria Zoo events

**OTHER DUTIES:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job.

**PHYSICAL DEMANDS:** Tasks require the regular, and at times, sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20 – 50 lbs.). Must be able to stand for long periods of time.

**POSITION TYPE/ EXPECTED HOURS OF WORK:** This is a full-time assistant management position which requires a flexible schedule that includes weekdays, weekends, holidays, and evenings as job duties demand.

**Work Hours:** 8:30-5:30, 5 days a week, including weekends, holidays, some evenings, and overtime as needed

**Salary:** \$15.00/hr

**Benefits:** 6 sick days per year and one-week paid vacation after one year of employment. Covered by workman's compensation.

**Reports to:** Guest Services Manager, FOTAZ Chief Operating Officer

**Seasonal or Non-Seasonal:** Full-time, permanent

**FLSA Status:** Hourly, Non-Exempt

**TO APPLY:** Applications can be submitted to FOTAZ COO at [Fotaz@thealexandriazoo.com](mailto:Fotaz@thealexandriazoo.com). Applications are found on the Alexandria Zoo website, [www.thealexandriazoo.com](http://www.thealexandriazoo.com), under careers, Guest Services.