



Guest Services Associate, Guest Services

Reports to: Guest Services Manager and Assistant Manager

Seasonal or Non-Seasonal: Full-time, permanent w/ partial benefits

FLSA Status: Hourly, Non-Exempt

Position Summary:

Guest Services Associates work in all aspects of guest services operations for the Friends of the Alexandria Zoo. These include, but are not limited to, the gift shop, train operations, and all food service operations. Guest services associates may work in several different locations during a work week.

MINIMUM QUALIFICATIONS

- Must be at least 16 years old
- Retail/food service experience preferred but not required
- High School diploma or GED; or currently enrolled in school
- Must possess a valid Louisiana driver's license.
- Clear criminal background check.
- Pass drug test

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Providing excellent customer service to Alexandria Zoo guests
- POS operations
- Cash handling and credit card processing
- Food preparation
- Trash pickup around zoo
- Restroom spot cleaning and stocking
- Stocking and inventory
- Train operations
- Setup and breakdown of events, including but not limited to Zoo Boo and Holiday Light Safari
- Working events, including but not limited to Zoo Boo and Holiday Light Safari

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. Other duties and assignments may be given by Guest Services Manager and assistant manager.

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.).

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

Work Hours: Hours and days will vary. Alexandria Zoo is a seven day a week operation and work hours may be anytime between 8:30 am to 5 pm and any of the seven days of the week. Some nights will be required for special events. Individual scheduling needs will be taken into consideration when scheduling.

Salary: \$10.00/hr

Benefits: Discounts on food and merchandise.

TO APPLY: Applications are accepted online at www.thealexandriazoo.com/Jobs.html Must include copies of resume, driver's license, and diploma (or GED) with application.