



## Guest Services Supervisor, Guest Services

**Daily operations:** FOTAZ and Zoo Director

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

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

### Position Summary:

The guest services supervisor oversees 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, palm café, Dippin Dots, aviary, birthday parties, and help with premium events. Oversight and management entail staffing, inventory, pricing, menu creation, training, and supervision of staff, including a guest services assistant manager. All daily operations are performed under the supervision of the zoo director, or in his absence the general curator, educational curator or zoo veterinarian, and FOTAZ through its president. Moreover, all operations are performed in accordance with zoo and FOTAZ budget and policies.

### MINIMUM QUALIFICATIONS

- Must be at least 21 years old
- Minimum of three years 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
- Staffing of guest services operations
- Inventory control and price adjustments
- Computer skills
- Profit and loss statements
- Hiring, training, and discipline of staff
- Ensure cleanliness of FOTAZ operations
- Help 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.).

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

**Work Hours:** 8:30-5:00, 5 days a week, including weekends, holidays, some evenings, and overtime as needed

**Salary:** \$15.50/hr

**Benefits:** 12 sick days per year and one week paid vacation after one year of employment, and a \$250 a monthly healthcare stipend. Covered by workman's compensation.

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