

The Zoo in Forest Park is seeking a part-time, seasonal Guest Relations Manager to work Saturdays and Sundays, from 9 a.m. to 5 p.m., April through October.

#### **ROLES AND RESPONSIBILITIES**

##### **Manage guest relations/customer service positions**

- Recruit and train staff for both gift and ticket sales
- Provide oversight of staff/volunteers in gift shop and ticket booth
- Provide coverage for breaks during each shift
- Ensure gift shop and ticket booth have the necessary supplies and inventory
- Balance bank bags at the end of each shift and get change as needed
- Provide exceptional customer service, answering customer questions and concerns

##### **Group Sales**

- Collaborate with the education department on coordination and implementation of field trips and on-site education programs
- Track and follow up with group visitors improve relationships with our customer base

##### **Events/Fundraising**

- Assist in the organization, management and publicity related to all internal events, including Eggstravaganza, Spooky Safari, Zookeeper Talks, Discovery Programs, and press events
- Assist in on- and off-site fundraising events

##### **Guest relations**

- Ensure and provide an environment that is focused on all guests, and results in a positive experience
- Work with the management to organize new and/or exciting events at the Zoo
- Provide regular updates for website and Facebook page related to internal events and special programming
- Lead tours
- Be outdoors and available to guests to answer questions and provide guidance
- Coordinate all internal signage, working with Director and animal care to determine needs
- Bring potential issues to the attention of Director or other department heads
- Oversee on-site birthday parties

No phone calls or emails, please. Send all application materials through Indeed.

Job Types: Part-time, Temporary

Salary: \$13.00 to \$14.00 /hour

Experience:

- hospitality: 1 year (Preferred)

Education:

- Associate (Preferred)

Location:

- Springfield, MA 01108 (Required)

Work Location:

- One location

Benefits:

- None

Hours per week:

- 10-19

Schedule:

- Weekends required
- Day shift
- 8 hour shift