



## GUEST EXPERIENCE ASSOCIATE

seasonal, part time, non-exempt position

Last updated 2/2021

To apply for the following position, you must be available on Fridays, Saturdays, and Sundays as well as holidays as necessary.

Please download employment application from the website: [www.buffalozoo.org](http://www.buffalozoo.org)

Send your completed application to:

Buffalo Zoo, 300 Parkside Avenue, Buffalo, NY 14214, Attn: Seasonal Jobs

You can also email your completed and signed application to: [buffalozoosummerjobs@buffalozoo.org](mailto:buffalozoosummerjobs@buffalozoo.org) with the subject line "Seasonal Jobs". No phone calls please.

---

### **Basic Purpose and Responsibility:**

Under the supervision of the Guest Experience Assistant Manager, the Guest Experience Associate is responsible for assisting in the daily operations of the Admissions and Satellite areas.

### **Essential Functions:**

- Projects a high level of guest service when interacting with guests, handling inquiries, and reports guest issues and concerns in a positive and expeditious manner.
- Answers inquiries of visitors, provides information regarding special events or activities and informs management or assists in the resolution of guest concerns.
- Performs basic health screening of guests prior to admittance.
- Processes guest transactions efficiently and accurately utilizing appropriate cash handling procedures.
- Maintains safe operating procedures while operating rides & attractions by adhering to appropriate capacity guidelines, monitoring guests' safety during operation, following proper enter/exit procedures.
- Assists in set-up, clean-up and working special guest events.
- Sanitize publicly accessible surfaces on a regimented routine basis to create a safe environment for guests and team members.
- Ensures that all guests are following proper health & safety protocols including mask usage and social distancing.
- Maintains clean work area and reports unsafe work conditions immediately.
- Asks questions to determine, verify and solve problems, takes action to solve problems quickly.
- Alerts the manager or proper point of contact for help when problems arise.
- Uses required safety equipment and observes safe work procedures, regulations and standards.
- Promptly reports any observed workplace hazards and any injury, occupational illness equipment or property damage resulting from workplace mishaps to the immediate supervisor.
- Performs other duties as assigned by the leadership team.
- Primary accountability for specific functions and results. The list of essential functions is not exhaustive and may be supplemented or changed as necessary.

**Position Qualifications:** To perform at a proficient level and be fully qualified a person would be expected to have:

#### *Education (Minimum Needed):*

- Some High School- Individual must be of legal working age.

#### *Experience (Minimum Needed):*

- Cash handling experience (preferred).

#### *Special Skills:*

- Communication (written and oral) and positive, personable and outgoing demeanor.
- Attention to detail and basic math skills.
- Problem solving and working under pressure.
- Working knowledge of personal computers (preferred).

#### *Other:*

- Be able to work outdoors in all weather conditions.

#### *Pay Rate:*

- \$12.50 per hour

#### *Equal Opportunity Employer*

*The Buffalo Zoo is an At Will employer and all Buffalo Zoo employees are subject to employment eligibility and background security checks as well as testing for illegal substance use as allowed by law.*