



GUEST EXPERIENCE CLEAN TEAM ASSOCIATE

seasonal, part time, non-exempt position

Last updated 2/2022

To Apply: you must be available on Fridays, Saturdays, and Sundays as well as holidays as necessary.

Pay Rate: \$14.50 per hour

Please download employment application from the website: 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 with the subject line "Seasonal Jobs". No phone calls please.

Basic Purpose and Responsibility:

The Guest Experience Clean Team Associate is responsible for the overall cleanliness and sanitation of the Zoo grounds, restrooms, office buildings, classrooms, and guest-facing animal exhibits.

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.
- Maintains the cleanliness of the buildings and property on Zoo grounds.
- Follows procedures for the use of chemical cleaners and power machinery to prevent damage to property and injury and will observe safe work procedures, regulations and standards.
- Sanitizes high touch areas including but not limited to outer exhibits, windows, bathrooms, handrails, interactives, etc.
- Completes daily cleaning checklists to ensure consistent sanitization.
- 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.
- 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):

- Previous experience in housekeeping, custodial, janitorial, or maintenance (preferred).

Special Skills:

- Communication
- Attention to detail
- Punctuality
- Working knowledge of personal computers/tablets (preferred).
- Positive, personable and outgoing demeanor.
- Initiative and time management.

Other:

- Be able to work outdoors in all weather conditions.

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.