



WEEKEND/RELIEF SWITCHBOARD OPERATOR (PART TIME)

Basic Purpose and Responsibility:

Under the supervision of the Safety & Security Manager, the Weekend/Relief Switchboard Operator is responsible for the daily clerical and administrative functions within the Switchboard/Shipping and Receiving area.

Essential Functions:

Administrative:

- Acts as receptionist by greeting and assisting visitors/appointments and directing them to appropriate person; monitors Docent, Contractor and Visitor check-in logs by processing each guest through appropriate security process.
- Accepts and logs all shipments and deliveries; contacts receiving department when shipments are received.
- Accepts Zoo donations that are dropped off for various areas, and notifies specific department when the donations are received.
- Responds to and directs all incoming telephone inquiries by providing general information about Zoo operations or referring calls to appropriate persons within the organization. This requires a broad knowledge of departments and individual functions.
- Ensures reception area is kept to a professional standard at all times.
- Coordinates mail and shipping/receiving functions including disbursement of postage expenditures to cost centers; keeps track when postage machine needs additional postage; orders necessary postage machine supplies. When necessary – ensures USPS tracking numbers are put on any parcel that is being mailed out, and provides that information to the departments sending out the package for tracking purposes.

Security:

- Operates base radio and responds to all communications as the main point of contact in the Zoo campus.
- Monitors secured service gate to ensure only authorized entry onto Zoo grounds.
- Responds to emergency situations as needed, including but not limited to calling for radio silence, serving as the point of contact for emergency services, directing EMS to proper gate locations, communicating arrival times of EMS, etc.
- Must be able to fully meet and comply with the Zoo's emergency protocols and handle emergencies in a calm manner.

Position Qualifications:

To perform at a proficient level and be fully qualified, a person would expect to have:

Education (Minimum Desired):

- Two-year degree in an office management-related field or equivalent experience.

Experience (Minimum Required):

- Experience with Avaya IP Office telephone system preferred, base radio, postage machine, and working knowledge of Microsoft Office software and Outlook.

Special Skills:

- Ability to handle many tasks and provides outstanding guest service in all communications.
- Excellent verbal and written communications skills.

Other:

- This position will primarily work Sundays, 9 AM – 5 PM, with weekday and/or holiday coverage as-needed.

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. Use computer hardware and software for extended periods of time (repetitive motion). Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

To Apply:

Part-time non-exempt hourly position. Rate \$15.00 per hour.

Please download employment application from the website: <https://buffalozoo.org/about/#careers>

Send your completed application and resume by August 15, 2022 to:

Buffalo Zoo, [300 Parkside Avenue, Buffalo, NY 14214](#), Attn: Switchboard Operator

You can also email your completed and signed application/resume to: buffalozoojobs@buffalozoo.org with the subject line “Switchboard Operator”. No phone calls please.

Equal Opportunity Employer

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.