



GUEST EXPERIENCE ASSOCIATE

Availability: Daytime, weekend, evening, and holiday availability preferred

Pay Rate: \$14.20 per hour

To Apply:

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

Send completed application to: [Buffalo Zoo, 300 Parkside Avenue, Buffalo, NY 14214,](mailto:buffalozoosummerjobs@buffalozoo.org)

Attn: Seasonal Jobs GE

You can also email completed application to: buffalozoosummerjobs@buffalozoo.org with the subject line: "Seasonal Jobs GE". No phone calls please.

Basic Purpose and Responsibility:

Under the supervision of the Guest Experience managers, the Guest Experience Associate is responsible for assisting in the daily operations of Admissions, Rides & Attractions.

Essential Functions:

- Processes guest transactions efficiently and accurately utilizing appropriate cash handling procedures.
- Maintains safe operating procedures while operating rides and attractions by adhering to appropriate capacity guidelines, monitoring guests' safety during operation, following proper enter/exit procedures.
- 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.
- Assists in setup, cleanup and execution of special guest events.
- 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 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:

Education (Minimum Desired):

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

Experience (Minimum Desired):

- Cash handling experience.
- Customer service.

Special Skills:

- Communication (written and oral).
- Attention to detail and problem solving.
- Regular attendance and punctuality are essential functions of the position.
- Working under pressure.

- Working knowledge of personal computers (preferred).
- Positive, personable and outgoing demeanor.
- Basic math skills.

Other:

- Be able to work outdoors in all weather conditions.

Job Perks:

- Associates can receive up to two (2) free family passes to the Zoo annually. These associates are required to work a minimum of 30 days per season to qualify.
- Associates are eligible for discounts while employed at food service and gift shop. Food service discount is 30%. Gift shop discount is 20% (on purchases of \$10 or more).
- Discounts on Zoo events may be offered, i.e. discount on the price of a ticket to a Zoo event or free tickets.
- Buffalo Zoo merchandise.
- Accrued sick time.
- Pay rate increases based on performance and years of service.

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.