



## GUEST EXPERIENCE ASSISTANT MANAGER: OPERATIONS

### Basic Purpose and Responsibility

Under the supervision of the Director of Guest Experience, the Guest Experience Assistant Manager is part of the Guest Experience leadership team and is responsible for the day-to-day operations of the Admissions, Rides & Attractions areas.

### Compensation / Benefits / How to Apply:

This is a full-time, non-exempt hourly position. Hourly pay range is \$19.00-\$22.00 per hour commensurate with experience. Some of the benefits available include health plan, HRA/HSA, FSA, life insurance, long term disability insurance, dental, vision, 403B retirement plan, annual leave, holiday, and sick time benefits. Benefits are available after the successful completion of a probationary period review at 60 days of work (sick time available upon hire).

To apply, please send resume and cover letter in **Word document or PDF** using subject line: GE Assistant Manager by email to: [Zooapplications@buffalozoo.org](mailto:Zooapplications@buffalozoo.org)

No telephone calls please. Position open until filled. For more information about the Buffalo Zoo, please visit our website by the following link: <http://www.buffalozoo.org>

### Essential Functions

- Primary accountability for specific functions and results. The list of essential functions is not exhaustive and may be supplemented or changed as necessary.
- Must deliver exceptional customer service by engaging with guests on a regular basis to create a friendly, memorable and positive experience. Ability to respond to common inquires, requests, or complaints from guests and/or staff in a kind and courteous manner. Projects a high level of guest service and aids in the resolution of guest service issues when necessary. Serves as a role model in providing exemplary guest service and concern resolution.
- Provides a motivating environment for associates to perform and develop to their best potential.
- With the Guest Experience leadership team:
  - GE Assistant Manager has a role in interviewing, hiring, training/coaching, facilitating performance solutions and scheduling for Guest Experience team members/ associates; observes and evaluates workers and work procedures to ensure quality standards and service, and completes related paperwork; supervises work activities of seasonal and regular Guest Experience team members to ensure completion of work assignments and maintenance of quality guest services.
  - GE Assistant Manager will oversee Rides & Attractions, Group Sales, Birthday Party locations including supervising, training, and improving guest interaction.
  - Implements/ administers all Guest Experience related training programs.
  - Is responsible for the development and ongoing updates of Standard Operating Procedures, Safety Training Plans and the Team Member Performance Audit Program for Rides, Attractions and Group Sales.
- Day-to-day responsibilities include:
  - Provides daily guidance to GE associates in their various roles: front gate admissions, parking lot attendants, rides attendants, switchboard, etc.
  - Responsible for the sales, booking and processing of group visits and birthday parties.
  - Reviewing and edit timecards for bi-weekly payroll.
  - Assisting the Guest Experience leadership team with appropriate Switchboard coverage.
  - Ordering, purchasing, and maintaining inventory of equipment/supplies related to the operations of Rides & Attractions, Birthday Parties and maintaining appropriate inventory levels.

- Responsible for the creation of all tickets for POS/e-commerce in regards to rides & attractions, group sales (encounters, birthday parties, field trips.)
- Maintains cash management activities including setting up and reconciliation of cash drawers, overseeing cash control activities, preparation of bank deposits and change orders, approves refunds and voids, as well as analysis of daily cash reports.
- Assists in the execution of private and special events by providing leadership coverage in regards to Admissions, Rides & Attractions.
- Other tasks/duties/requirements include:
  - Assist the Director of Guest Experience in ensuring that all third-party onsite vendors keep the mission, vision, and values of the Zoo in mind during all operations.
  - Assists the Director of Guest Experience in the creation of annual budgets.
  - Assist in the sourcing, selection and implementation of additional experiential attractions at the Zoo that fit the mission, vision and values.
  - Serves as a key contributor in advancing technology initiatives that enhance the guest experience.
  - Maintains cleanliness of work area and reports unsafe conditions immediately.
  - Ability to effectively promote the organization.
  - Possess a can-do attitude, be resourceful, and communicate respectfully with everyone. Interact with courtesy, professionalism, and respect to staff, docents, volunteers, and guests consistent with the organization's mission and core values.
  - Verbal and written ability to communicate with Zoo staff. Able to interact positively with a variety of individuals from varied socioeconomically backgrounds frequently.
- Performs other duties as assigned by management.

### **Position Qualifications**

You have a passion for leading a team who share your desire to provide exceptional experiences for all Buffalo Zoo guests. The desired candidate has excellent listening and written and verbal communication skills. You must enjoy working with people and possess a friendly and outgoing personality.

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

#### Education (Minimum Desired):

- High school diploma.

#### Experience (Minimum Desired):

- Three years in a supervisory customer service role, preferably in high volume fast paced hospitality or service industry environment.
- Three to five years of cash management experience.
- Two to three years in a Safety Critical management role preferred.
- Experience in developing and implementing Safety and Guest Service training plans desired.

#### Special Skills:

- Demonstrated ability to supervise, motivate and carry forward an atmosphere that promotes a positive team environment and the highest quality guest experience.
- Ability to prioritize daily work and demonstrate time management skills with an aim toward continuous improvement and results.
- Possess strong communications and interpersonal skills with an ability to offer positive and constructive feedback to team members.
- Quick adaptation and problem solving skills, with the ability to exercise good judgment and a professional and poised attitude in changing and sometimes stressful environments.
- Strong attention to detail.
- Strong cash handling skills.

**Other:**

- This position has a rotating schedule - depending on the Zoo's needs for seven-day Director/manager-level support, as well as the high-volume attendance on weekends. This position will be required to work at least one weekend day each week, evenings (as needed), and holidays (as needed), therefore ability to work a flexible schedule including weekdays, weekends, evenings, holidays and school breaks as needed is required.
- Required to be able to respond in a timely fashion as necessary to emergencies.
- Enthusiastic, self-reliant, independent attitude and approach to work. Must be able to multi-task and be a team player.
- Must support Buffalo Zoo's Vision, Mission and Core values.
- Must support the Buffalo Zoo's DEAI values.
- Must possess or be able to obtain within 30-days of employment a valid New York State driver's license and have an average or better driving record based on the evaluation process of our insurance company. Retention of position is contingent upon maintaining required license. Must upgrade to classification appropriate to requirements (non-CDLC or CDL class).
- Successful completion of a post-offer pre-employment general medical screen and drug test.
- Successful completion of a post-offer pre-employment background check.
- Must understand the requirements, essential functions and duties of the position as per the job description, and certify such by signing the job description acknowledgement form prior to first day of work.
- Must be able to operate a computer, two-way radio, telephone system, and software on computer, printer, etc. after training.
- Must be willing to comply with department's Personal Protective Equipment (PPE) policies and procedures.
- Must provide proof of negative TB test at hire (within the last 12 months). TB test conducted annually.
- Regular attendance and punctuality are essential functions of the position.

**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). Sitting for long periods of time. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

While this job description attempts to describe the essential functions of the position, it does not prescribe or restrict the tasks that may be assigned. It does not restrict management's right to assign or reassign duties or responsibilities to this job at any time. The overall work environment while performing this job includes exposure to weather conditions and the noise level is usually moderate. The employee is expected to adhere to all policies and to act as a role model in the adherence to the policies.

*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.*