



POSITION AVAILABLE

ADMINISTRATIVE ASSISTANT / SWITCHBOARD

Basic Purpose and Responsibilities

The Buffalo Zoo is seeking a motivated, organized and articulate individual to serve as the Administrative Assistant / Switchboard Operator. Under the supervision of the Guest Experience Management Team, the Administrative Assistant is responsible for the daily security checkpoints for the Buffalo Zoo's Service Gate #1, answering calls to the main switchboard and base radio unit, greeting/meeting guests/vendors, and administrative functions within the Switchboard/Shipping and Receiving area.

How to Apply

To apply, please send resume and cover letter in **Word document or PDF** by email to: buffalozoojobs@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>

Compensation and Benefits

This is a full-time, non-exempt hourly position. Salary range is \$20.00 - \$21.00 per hour (commensurate with experience).

Full-Time benefits available include health plan, HSA/HRA, FSA, life insurance, long term disability, dental, vision, 403B retirement plan, annual leave time, holiday time, and sick time. Benefits are available after the successful completion of an introductory probation period review at 60 days of work (sick time available upon hire).

Essential Functions:

This position is primarily accountable for both administrative and security-related functions within the switchboard area. The list of essential functions is not exhaustive and may be supplemented or changed as necessary.

Administrative Duties:

- Acts as receptionist by greeting and assisting visitors / appointments and directing them to the appropriate person; monitors Contractor and Visitor check-in logs by processing each guest through appropriate security processes.
- Accepts and logs all shipments and deliveries; contacts receiving department(s) as shipments are received.
- Accepts Zoo donations that are dropped off for various areas, and notifies specific department(s) when the donations are received.
- Trains weekend and relief personnel in switchboard operations and all safety emergency procedures.
- 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.
- Provides guest support for new and existing ticket reservations when needed, including but not limited to, birthday parties, group sales, gift cards and memberships.
- Updates the telephone automated attendant information on the phone system (menu when someone calls the Zoo).
- Updates user information for phone extensions (name, voicemail, etc.).
- Ensures switchboard and Base Radios are in working order and reports any hardware problems to Guest Experience Management Team.
- 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.
- Helping with entering / re-entering employee badges information for swipe card access as needed.
- Getting physical employee paychecks prepared for pickup every pay period in the switchboard office.
- Monitoring gate access for meeting attendees after normal business hours as requested.
- Updating the Switchboard Manual regularly.
- 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.
- Ability to effectively promote the organization.
- A strong and effective communicator and supportive team player.
- Possess a can-do attitude, be resourceful, and communicate respectfully with everyone.
- Interact with courtesy, professionalism, and respect to staff, 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.
- Provides other Guest Experience and administrative support functions as requested.

Security and Operational Duties:

- Operates base radio unit and responds to all communications as the main point of contact within the Zoo campus.
- Monitors secured service gate to ensure only authorized entry onto Zoo grounds.
- Responds to emergency situations, 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.
- Participates in emergency drills and alarm tests and provides feedback on functionality of systems.
- Shows discretion and maintains confidentiality when dealing with sensitive issues and materials.
- Performs other duties as required by the Guest Experience Management Team.

Education/Experience:

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

Education (minimum desired):

- Associates Degree with three years of administrative support; or high school diploma with five years of administrative support experience including experience as a receptionist.

Experience (minimum desired):

- Experience with Avaya IP Office telephone system preferred, base radio, postage machine, and working knowledge of Microsoft Office software and Outlook.
- At least one year in a safety/security critical role.

Special Skills:

- Ability to handle many tasks and provide outstanding guest service in all communications.
- Excellent verbal and written communications skills.
- Ability to fully meet and comply with the Zoo's safety emergency protocols; ability to handle emergencies in a calm manner.

Other:

- Must support Buffalo Zoo's Vision, Mission and Core Values.
- Must support the Buffalo Zoo's DEAI values.
- 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 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.
- Regular attendance and punctuality are essential functions of the position.
- Must be able to work weekends, holidays and requested overtime as necessary.

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. Some tasks may require heavy lifting of deliveries received.

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.

Equal Opportunity Employer