



## POSITIONS AVAILABLE

### GUEST EXPERIENCE ASSOCIATE

*Seasonal, part-time, non-exempt positions*

#### Availability / How to Apply:

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

**Pay Rate:** \$16.00 Per Hour

**To Apply:**

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

Email completed application to: [buffalozoosummerjobs@buffalozoo.org](mailto:buffalozoosummerjobs@buffalozoo.org) with the subject line: "Seasonal Jobs GE".

Or send Application by regular mail to: [Buffalo Zoo, 300 Parkside Avenue, Buffalo, NY 14214](https://buffalozoo.org/about/#careers)  
Attn: Seasonal Jobs GE

No phone calls please.

#### Basic Purpose and Responsibility:

Under the supervision of the Guest Experience leadership team, 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.
- Assists in setup, cleanup and execution of special guest events.
- Maintains clean work area and reports unsafe work conditions immediately.
- 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.
- 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.

#### Education / Experience / Special Skills:

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

**Other:**

- Must support Buffalo Zoo's Vision, Mission and Core Values.
- Successful completion of a post-offer pre-employment background check.
- Must understand the requirements, essential functions and duties of the position.
- 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 weekdays, weekends, evenings, holidays and requested overtime as necessary.
- Be able to work outdoors in all weather conditions.

**Job Perks:**

- Accrued sick time - one (1) hour of sick time accrued for every 30 hours of work.
- Associates are eligible to 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.
- Employee of the Week.

**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.
- Employee may be exposed to a variety of weather conditions or temperatures. Work may be required both indoors and outdoors in various weather and temperature conditions, ranging from rain, wind, snow, cool to cold weather, and extreme heat and humidity. The noise level in the work environment is usually moderate.

*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**