



## CHEYENNE MOUNTAIN ZOO Job Description

**Position Title:** Employee Experience Specialist  
**Department:** Human Resources  
**Reports to:** Director of EdVenture and Career Development  
**Supervises:** None  
**FLSA Status:** Non-Exempt  
**Wage:** \$20.00/hour- part time (20-25 hours per week)

**POSITION SUMMARY:** you'll be the heart and soul of our new hire experience, creating a welcoming atmosphere where employees feel supported and excited to join the team. In this part-time role, you'll be the friendly face new employees turn to for guidance, providing a smooth and engaging onboarding experience. You'll answer minor HR questions, help new team members navigate their first days, and serve as a go-to resource throughout their journey with us. Beyond that, you'll assist with light administrative tasks to ensure everything runs seamlessly, from managing onboarding paperwork to managing uniforms. If you're passionate about creating an inclusive, positive environment and love helping others feel at home, this is the perfect opportunity to make a lasting impact on our workplace culture! This position is non-supervisory in nature. Adheres to and supports all organizational policies and procedures and standards.

### **QUALIFICATIONS AND REQUIREMENTS:**

#### **An Ideal Candidate:**

- Coursework in Human resources, Administration, Psychology or related field is preferred.
- Must be outgoing and energized by working with people
- This position may handle highly sensitive information and the need for discretion and total confidentiality regarding personnel records and other information is mandatory.
- Must have the ability to establish and maintain effective working relationships with co-workers, Zoo staff.
- Customer-service oriented: Being approachable, friendly, and empathetic to employees' needs.
- Positive attitude and enthusiasm for helping improve the employee experience.
- Computer efficiency in computer applications such as Word, Excel, internet and email is a must.
- Interest in administrative tasks such as organization, presentation development, and systems enhancement
- Able to work alone or with minimal day-to-day supervision
- Ability to work at a fast pace while still paying attention to details
- Must submit to and pass a pre-employment drug/alcohol screening and criminal background check.
- Must be able to provide proof that you can legally work in the United States

### **RESPONSIBILITIES AND DUTIES:**

#### **ORGANIZATIONAL EXPECTATIONS:**

- Assist with onboarding new employees, helping them settle in and feel welcomed
- Assist in tracking employee feedback through informal check-ins, surveys, or other channels.
- Ensure discretion with confidential information.
- Assist with new hire orientation and establishing a system for welcoming new employees to the organization



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- Maintains courteous, helpful and professional behavior on the job. Will support the success of the entire team by promoting a collaborative work environment.
- Adheres to all CM Zoo Policies and Procedures, CM Zoo Safety Policies and Procedures and OSHA safety guidelines.
- Consistently contributes to problem-solving and cooperates with identified resolutions.
- Must demonstrate regular attendance and punctuality.
- Brings issues and process improvement ideas to the attention of the Supervisor.
- Maintains verbal and written skills required for the position.
- Attends meetings and participates in committees as required.
- Completes trainings as required.
- Adheres to Company Dress Code Policy. Always "Zoo Crisp!"
- Demonstrates appropriate level of time management in support of co-workers and the entire team.
- Represent the Zoo in a professional manner