

CHEYENNE MOUNTAIN ZOO
Job Description



Position Title: Full Time Guest Experience Lead
Department: Guest Experience
Reports to: Guest Experience Manager
Supervises: None
FLSA Status: Non-Exempt

POSITION SUMMARY: This position is responsible for leading day-to-day operations of the Guest Experience Department, including admissions, parking, experiences, base, security, and attractions. The Guest Experience Lead will be cross-trained in each of these functional areas and ready to support where needed.

This position works closely with Guest Experience management to ensure proper training, coaching, and work guidance of employees. The Guest Experience Lead must be able to operate effectively in the absence of direct supervision and will provide oversight to staff. The Lead position is responsible for facilitating excellent service to our guests at all times. They adhere to and support all organizational policies, procedures, and standards. The Lead plays an active part in making this a great place to work for our staff.

QUALIFICATIONS AND REQUIREMENTS:

- Must have current CPR certification and AED training
- Must be able to multitask on a daily basis, continuously shifting areas of focus and responsibility
- Must be able to think clearly and remain calm in a fast paced work environment
- Must have excellent written and verbal communication skills and demonstrate the ability to interact clearly and effectively with both internal and external customers
- Must submit to and pass a pre-employment drug/alcohol screening and criminal background check
- Must have a valid driver's license and be insurable in the state of Colorado
- Must be able to provide proof that you can legally work in the United States
- Proficiency in computer applications such as Word, Excel, internet and email
- Skilled in establishing and maintaining effective working relationships with co-workers, vendors, Zoo staff, and the public
- Must have a high attention to detail
- Ability to research, draw conclusions, and summarize data for discussion and review

- Take ownership and pride in responsibilities
- Available to work a flexible schedule including weekends and holidays
- Available to work evenings for special events throughout the year
- Must be 21 years of age or older in order to operate attractions and drive Zoo vehicles

PREFERRED QUALIFICATIONS:

- Previous supervision experience
- At least 3 years previous customer service experience desired
- Knowledge of POS software

RESPONSIBILITIES AND DUTIES:

ORGANIZATIONAL EXPECTATIONS:

- Ensure discretion with confidential information
- 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 dependable attendance and punctuality
- Brings issues and process improvement ideas to the attention of a manager
- Maintains verbal and written skills required for the position
- Attends meetings and participates in committees as required
- Complete 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
- Obtains a high level of knowledge pertaining to the Zoo's emergency response procedures and roles

DEPARTMENTAL EXPECTATIONS:

- Duties will vary, including working in all Guest Experience areas on a daily basis, as needed
- Be flexible with scheduling requirements to ensure operational readiness
- When scheduled as an Admissions Team Lead, you are responsible for holding a morning team meeting, setting up any signage or stanchions needed to support the day, and assigning ticket windows to staff members

- Ensure all staff members receive their breaks
- Monitor Quarters for Conservation
- Facilitate parking, as needed
- Monitor and respond to the tickets@cmzoo.org email with a goal of answering all emails within 24 hours
- Providing technical and customer service support to staff within the admissions department
- Maintain proficiency in technical training for all Guest Experience areas
- Provide on the spot coaching for staff and pass on concerns beyond your scope to Guest Experience management
- Monitor cleanliness of all areas viewed by guests on a daily basis
- Must learn how to sweep the Zoo at the end of the day
- Monitor staffing levels to support the daily budget
- Assist in Sky Ride daily operations, training, and daily logs as assigned
- Assist with Carousel daily operations and paperwork
- Must be proficient in the Sky Ride and Carousel regulatory compliance requirements to assist with annual inspections
- Knowledgeable and proficient with all duties at Base
- Assist with departmental monthly meetings and training sessions
- Willing to work in areas other than what was previously assigned, based on day-to-day staffing needs
- Perform other duties as assigned

PHYSICAL DEMANDS AND WORKING CONDITIONS:

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical Requirements - While performing the duties of this job, the employee is frequently required to stand; walk; lift heavy objects; sit; use hands to handle or feel objects, tools, or controls; talk, see, hear and smell. The employee is occasionally required to reach and stretch with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may be required to endure extremes in temperature and may work in hazardous environments where personal protective equipment is required. Requires full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use department equipment, to communicate effectively; requires standing, walking, sitting (possibly for long periods of time) and performing repetitive tasks (including working on the computer) for up to the entire work day; requires the ability to lift/carry up to 50 pounds using appropriate body mechanics.

- Visual, Hearing and Communication Requirements - Requires corrected vision and hearing to within normal range, with or without reasonable accommodation. Must be able to communicate effectively in verbal and written form with all levels of personnel within and outside of the organization.
- Environmental Conditions – Working in an outdoor environment. Work space may be shared. Working conditions may be noisy with fluctuating indoor and/or outdoor temperatures. May be exposed to a risk of bodily injury through contact with moving instrumentation, substances and other conditions common to an office or Zoo environment. Subject to exposure to animals or Guests which may have the potential for physical aggression. Subject to exposure to allergens such as animals, hay, alfalfa, pollen, etc. May be exposed to a risk of bodily injury through contact with moving instrumentation, toxic substances, bodily fluids, animal attack, communicable diseases, outdoor weather conditions and other conditions common in a Zoo environment. Subject to unpleasant odors. May be exposed to wet/humid/sunny/icy conditions.

Hours: Full Time (maximum of 40 hours per week)

Pay: \$20.40/hour

Benefits: Opportunities for prorated end-of-summer and year-end bonuses totaling up to 11% (based on Zoo performance and hours worked), health insurance, dental and vision insurance, paid time off, a retirement plan, a zoo membership, and discounts on concession, gift shop purchases, and animal encounters.

Acknowledgement

I have read and understand the above job description; and I can perform the essential functions of this position and ensure that the Organization's quality systems, policies, goals and objectives are met and maintained.

Print name

Signature

Date