



## Guest Service Representative

**Our Mission:** Houston Zoo connects communities with animals, inspiring action to save wildlife.

**Our Vision:** Houston Zoo will be a leader in the global movement to save wildlife.

Join an enthusiastic team that provides a fun, unique and inspirational experience fostering appreciation, knowledge, and care for the natural world. The Houston Zoo aspires to be recognized by peers, staff, and general public as a leader among conservation efforts, delivering excellence in animal care, entertainment, education, and guest service.

### **DESCRIPTION:**

Guest Service Representatives provide information and assist guests with ticket purchases for Zoo admission through the front entrance and west gate. This position rotates through various Zoo attractions, including: Giraffe Feeding, Carousel, Stroller Rentals and other venues as needed. The admissions staff provides exceptional service and ensures the secure collection and deposit of all forms of payment and related media.

### **RESPONSIBILITIES:**

- Provides consistent and exceptional internal and external guest service according to established guidelines.
- Assists guests in a friendly and positive manner regarding Zoo offerings, prices, information and directions.
- Provides information and directions to guests concerning the Zoo mission, rules and events. Assists in answering questions from guests concerning general knowledge of procedures, locations, and information.
- Uses the computerized admissions system Galaxy to issue tickets and items, retrieve stored orders and check event availability.
- Ability to continually suggest additional items such as Conservation Bracelets, Memberships or City Passes.
- Collects cash or other payment from guests, determining amount due and change required. Records payments, balances register; makes cash collections from donation and vending areas utilizing Galaxy and other procedures when needed.
- Performs routine accounting and money handling tasks related to receiving, recording and depositing payments.
- Maintains accounting and record of all cash, coupons, promotional materials and donations received. Verifies various payment vouchers, forms and documents.
- Operates computer, radios, phones, and other office equipment in an efficient and effective manner.
- Remain productive and efficient when maintaining performance accuracy.
- Project a professional image while in uniform and when using the radio.
- Monitors area to ensure a secure environment and reports problems to supervisors.
- Acts appropriately to clean up spills, trash or debris in their immediate area.
- Comfortable giving and receiving performance feedback from supervisors and guests.
- Other duties as assigned.

**Staff will be required to work weekends, holidays, some evenings, rotating schedules and beyond scheduled work hours. Staff may also provide crowd control if necessary during peak times.**

### **EXPERIENCE:**

Three years of experience as a cashier in a high-volume operation with heavy customer contact is desired. Excellent math and counting skills with exceptional customer service experience may be substituted for two years' experience as a cashier. Previous experience in a museum, theater, amusement park, hotel or related attraction a plus.

**KNOWLEDGE:**

High school diploma or GED required. Basic knowledge of grammar, spelling, punctuation and simple mathematical functions as might normally be acquired through attainment of a high school diploma or a GED are required. Bilingual skills are beneficial.

This position must have excellent oral communication skills and the ability to interact cheerfully with guests while working under considerable pressure in crowds and with difficult guests. Good written communication skills are needed to prepare reports and take down information accurately and thoroughly.

Guest Service Representatives are required to meet high standards of Zoo knowledge and guest service. In addition, they are required to complete an on-going program of continuing education in order to maintain a high level of customer service.

**PHYSICAL EFFORT:**

The position involves standing for long periods of time. It may also involve considerable physical exertion, such as extensive walking, bending, stooping and occasional lifting of heavy objects (up to 50 pounds) and the use of stairs. The position may involve routine exposure to soiled materials and light chemical substances such as cleaning solutions. The noise level in the work environment is loud.

**WORK ENVIRONMENT:**

This position requires employees to work outdoors 50% of the time. The work environment is generally comfortable but requires sitting or standing for long periods in a small, enclosed booth even in bad weather. Some posts may be outdoors and subject to extremes of heat and cold. The position may involve periodic exposure to mild chemical substances used for cleaning. The Zoo operates seven days a week and requires open scheduling availability including weekends, holidays and after hour's events.

**PHYSICAL SKILL:**

Guest Service Representatives require excellent hand/eye co-ordination and the ability to count out change and bills, rapidly and with accuracy. This position must have the ability to work for long periods at a computer keyboard, with the ability to communicate clearly.

**PUBLIC CONTACT:**

The position requires heavy public contact requiring considerable interpersonal skill, extensive interaction with the public, requiring a high degree of appreciation of customer service, the ability to deal with conflict, and work to provide service recovery in a dynamic environment.

Applicants can visit [www.houstonzoo.org/careers](http://www.houstonzoo.org/careers) to download an application

E-mail resume and completed application to [careers@houstonzoo.org](mailto:careers@houstonzoo.org)

Houston Zoo is an Equal Opportunity Employer