



CHEYENNE MOUNTAIN ZOO

Job Description

Position Title: Guest Services
Department: Guest Services
Reports to: Guest Services Manager/Assistant Manager
Supervises: None
FLSA Status: Non-Exempt

POSITION SUMMARY: This position is responsible for facilitating excellent guest service to our guests at all times in the Guest Services Department including, but not limited to, base/reception, parking, admissions, carousel, shuttle, giraffe experience, elephant and rhino feedings, and Sky Ride. Promotes professional working relationships with both internal and external customers. This position is non-supervisory in nature. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

QUALIFICATIONS AND REQUIREMENTS:

- Must be 18 years of age or older. Some positions within Guest Services require employees to be age 21 or older.
- CPR certification and AED training is a plus.
- 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 be able to provide proof that you can legally work in the United States.
- Computer efficiency in computer applications such as Word, Excel, internet and email is preferred.
- Must have the ability to establish and maintain effective working relationships with co-workers, vendors, Zoo staff.
- Must have or demonstrate the ability to acquire superior customer service skills in order to effectively interact with the public.
- Ability to multi-task and pay attention to detail in a fast-paced environment
- Take ownership and pride in responsibilities
- Available to work flexible schedule including weekends and holidays
- Available to work several evenings for special events
- Ability to make good decisions and remain calm under pressure
- High energy level
- Must have creative problem solving skills
- Able to work with minimal direct supervision



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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 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

DEPARTMENTAL EXPECTATIONS:

Guest Services employees will be cross trained to work in multiple areas. All Guest Services employees will be responsible for the following Departmental Expectations regardless of where they are assigned each shift:

- Responsible for obtaining appropriate bank from the Finance Cashier, following correct procedures for signing out and signing in the bank at the end of shift, and balancing daily
- Read and understand the Employee Handbook as well as any supplemental memos issued.
- Must always use proper behavior and conduct when using the radios and/or telephones.
- Complete training programs successfully as required
- Assist with special events and projects as needed
- Monitor cleanliness of all areas viewed by guests on a daily basis
- Perform related duties as assigned.



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The following duties require 18 years or above:

Admissions:

- Responsible for picking up bank from the central cashier and following correct cash procedures for signing out and signing bank back in at the end of shift.
- Responsible for selling memberships and admissions, filling out all required forms accordingly.
- Responsible for always making sure that the admissions booth and tollgate are securely locked and that the money is secure in the cash drawers.
- Verify daily that all signage posted is current, updated and in good condition.
- Ensure that only employees are ever in the toll booths, under no circumstances is a guest or non-employee allowed inside the toll booths.
- Communicate orally with individuals and groups in face-to-face, one-on-one settings, in group settings, or using a telephone.
- Must be able to move and think quickly to avoid dangerous situations.

Carousel:

- Follow all safety and cleanliness guidelines (i.e. completely filling out the Carousel Daily Check List **prior** to opening) and demonstrate the ability to make good decisions regarding the welfare of guests
 - Ensure that the Carousel is at a complete stop prior to Guests on-boarding or off-boarding
 - Ensure no drinks or food are allowed onto the Carousel
 - Ensure only one person per horse;
 - Ensure there are no Guests at any time inside the Carousel wheel
- Ensure that all of the doors are closed and securely locked at the end of the day
- Ensure that the power is turned off to the Carousel at the end of the shift

Giraffe Experience:

- Responsible for selling lettuce and crackers on the assigned schedule. The employee must know the times and amount to sell for lettuce and crackers.
- Must keep watch for guests that may be feeding the giraffes anything other than the food supplied.
- It is the responsibility of the employee to notify an Animal Keeper if there are any issues concerning the animals in the ARV yard.
- Must be sure the cleaning station is maintained and has adequate supplies at all times in accordance with USDA regulations.



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Parking:

- Safely and efficiently assist guests in parking their vehicles utilizing CMZoo's over flow parking plan
- Demonstrate a take charge attitude in a fast-paced and dynamic environment.
- Must wear a safety vest at all times during parking duty.

Sky Ride Cashier:

- Responsible for locking and unlocking the main Sky Ride entrance gate.
- Responsible for issuing refunds to guests that decide not to ride the sky ride (no refunds will be issued for guests that have been removed from the Sky Ride due to unruly behavior)
- Have a basic understanding of the radar system and know the weather protocols.
- May be required to radio the appropriate area for the retrieval of guest's possessions that may fall off of the ride.

In addition to the previous duties, the following positions in Guest Services require age 21 years of age or older:

Sky Ride Operator:

- Responsible for following through daily checklist and ensuring that all maintenance checks are thoroughly completed daily.
- Responsible for loading and unloading guests safely. This includes slowing, stopping and starting the ride as needed.
- Maintain good housekeeping of the lift and dock areas.
- Responsible for maintaining constant vigilance at station and never leaving the ride unattended.

Sky Ride Supervisor:

- Responsible for following through daily checklist and ensuring that all maintenance checks are thoroughly completed daily.
- Maintain good housekeeping of the lift and dock areas.
- Responsible for maintaining constant vigilance at station and never leaving the ride unattended.
- May be required to radio the appropriate area for the retrieval of guest's possessions that may fall off of the ride.
- Responsible for ensuring that the ride is operating at the appropriate speed and if weather conditions become unsafe responsible for evacuating all guests in a safe and timely manner.



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- Responsible for maintaining records associated with operating the SkyRide.
- Ensuring that checklists and reports are filled out and filed properly.
- Trains new employees to operate the SkyRide safely.

Tram or ZooMobile Driver:

- Must have a valid Colorado Driver's License and be insurable in the state of Colorado.
- Ensure daily that all Tram fluids are checked at the maintenance shop first thing in the morning.
- Inspect Tram for safety issues.
- Assist all special needs guests as needed. Ensure that wheelchairs and occupants are safely secured with the provided straps
- Must follow Tram safety regulations including but not limited to: chocking wheels, maintaining a safe speed, observe posted stop signs, removal of keys if applicable, etc)

INDEPENDENT ACTION

Must be a self-starter, take initiative, possess a high level of multi-tasking ability under high degree of pressure and be able to work with limited supervision.

EXTERNAL AND INTERNAL RELATIONSHIPS

Must be a cooperative and collaborative member of the team and able to handle interruptions and requests for information and assistance from employees with an attitude of good customer service.

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 finger, 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 30 pounds using appropriate body mechanics.



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- 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. 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.
- Pressure Factor - Requires working under stressful conditions. Moderate pressure to meet scheduled and recurring deadlines.

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

**If you are interested in applying, please email
jmajeske@cmzoo.org**