Guest Services Agent

Work Schedule: 3 days a week, 9a - 5p OR Part-Time hours between 9a – 5p

Guest Services Agents are the face of the Zoo, and they perform a number of important roles. They interact with guests entering the Zoo and handle ticket and membership sales; guest questions; carousel, train ride, and Lorikeet Loft operations; and parking lot assistance. They also survey Zoo guests about their visits. All Guest Services Agents are trained in every role and can be asked to perform any role during their scheduled shifts.

Requirements:

• Exceptional interpersonal skills to enhance the service standards throughout the operation
• Excellent communication, guest service, and time management skills
• Ability to organize, plan ahead, and manage workload
• Team player and a self-starter; able to work independently without constant supervision, but also able to work well with other staff members and volunteers
• Basic computer skills
• High school diploma or equivalent
• Flexible schedule and the ability to work weekends, holidays, and occasional evening events
• Ability to work outside in all types of weather conditions, including summer heat and rain
• Availability to work weekends, holidays, and occasional evenings and/or early mornings
• Valid driver’s license
• At least 18 years old
• Must pass background check and drug screening

Duties and Responsibilities:

• Greet guests in a friendly and professional manner, maintaining the Palm Beach Zoo and Conservation Society’s standards
• Proactively engage each guest as a unique individual and listen attentively to all requests
• Manage cash bank throughout shift, ensuring it balances correctly at the end of shift
• Anticipate and address guests’ service needs, responding to cues and creating personal connections
• Listen to guests’ complaints or concerns and take initiative to resolve issues in a timely manner
• Open, operate, and close carousel and train rides safely and efficiently, and report any issues to management
Guest Services Agents are responsible for processing admissions, membership sales, group sales, and special ticketed events. They must have basic computer proficiency and be able to operate a point-of-sale/register system and ticket scanner. Guest Services Agents must be able to operate and communicate via two-way radio. They must be extremely customer service oriented and able to answer guest inquiries and resolve guest complaints to both guest and leadership expectations. Guest Services Agents open, operate, and close the carousel and train rides and must be comfortable interacting with children. They work in the Lorikeet Loft exhibit, so they need to comfortable around free flying birds. They also help guests find parking on busy days and provide shuttle service to guests parking in off-site overflow parking. Guest Services Agents are responsible for keeping their areas clean and safe at all times.

**This is a guest facing position and Guest Services Agents are expected to be friendly, knowledgeable, and informative at all times.**

**Experience:** At least Six (6) months customer service. Cashier experience a plus.

**Physical Requirements:** Must be physically able to remain on feet for extended periods and work in all weather conditions. Must be able to lift up to 50 pounds.

Please submit resumes to: jobs@palmbeachzoo.org.

The Palm Beach Zoo is an Equal Opportunity Employer and a Drug Free Workplace.