



CHEYENNE MOUNTAIN ZOO

Job Description

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

POSITION SUMMARY: This position is responsible for all duties within the Guest Services and First Responder Job Descriptions as well as operating as a Lead for the entire Guest Services Department. This position works closely with Guest Services' management to ensure proper training, coaching, and counseling of employees. The GS Lead must be able to operate effectively in the absence of direct supervision. This position is responsible for facilitating excellent guest service to our guests at all times. Promotes professional working relationships with both internal and external customers. This position is non-supervisory in nature but does provide oversight to GS employees. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

QUALIFICATIONS AND REQUIREMENTS:

- Minimum of 3 years previous customer service experience is required.
- Must be 21 years of age or over in order to meet regulatory compliance requirements.
- Previous supervisory or Lead experience is preferred.
- Previous attraction work experience is preferred.
- Must have current CPR certification and AED training.
- Knowledge of POS software is preferred.
- The ideal candidate must be able to multi task on a daily basis continuously shifting areas of focus, responsibility and areas.
- 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.
- Computer 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



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- Take ownership and pride in responsibilities
- Possess the ability to organize and prioritize while working with strict deadlines
- Available to work flexible schedule including weekends and holidays
- Available to work several evenings for special events throughout the year

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:

- Operates as a First Responder, when needed.
- Assists GS Management by participating in the recruitment process for part time seasonal staff. This includes attending interviews with GS management and discussing recommendations. This position will not interview or hire for positions independently without GS Management.
- Duties will vary including working in all Guest Services areas on a daily basis as needed.
- Must be able to identify critical or technical issues in each GS area and notify GS management appropriately as situations arise.
- Coach, train and counsel staff to ensure success in their position.
- May need to counsel staff as appropriate for immediate on-the-spot concerns, but is expected to report any concerns or conversations to GS management for follow through or disciplinary action. This position will not provide disciplinary action or termination. Should an urgent situation arise



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in the absence of GS Management, the Lead is required to seek out HR or the VP of Operations to proceed with further disciplinary action.

- Assists the Guest Services management with employee scheduling.
- May be scheduled as a member of Guest Services Team for evening and special events as needed.
- Operates as a member of the Emergency Response Team
- Monitor cleanliness of all areas viewed by guests on a daily basis
- Must “sweep” the Zoo daily prior to closing to ensure all guests are out of the Zoo.
- Perform other duties as assigned

Each Lead position will be responsible for overall knowledge of all positions.

However, the Lead position must be able to train in specific areas as follows:

- Provides new hire training in Admissions and AllTru as required.
- Become an expert in the AllTru system. Must be able to operate within the system effectively and provide accurate training in AllTru.
- Provide a consistent presence at Admissions by updating booth materials, providing ongoing training as needed, trouble shoot possible issues or concerns with Finance and GS management, follow up and actively seek out resolution.
- Organize and coordinate parking as needed
- Oversee the Giraffe feeding experience and proactively ensure their success
- Assist in Sky Ride training and daily logs
- Assist with required paperwork for Sky Ride and Carousel
- Must be proficient in the SkyRide and Carousel Regulatory Compliance requirements.
- Must ensure that daily regulatory inspections occur and are completed and signed prior to SkyRide/Carousel operation.
- Ensure that weekly reports are scanned and filed appropriately
- Must report any and all items of possible concern to GS management immediately upon discovery.



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- Oversees Tram operations and proactively ensures their success.

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 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 a closed office environment and 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



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- weather conditions and other conditions common in a Zoo environment. Subject to unpleasant odors. May be exposed to wet/humid/sunny 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