



## CHEYENNE MOUNTAIN ZOO

### Job Description

**Position Title:** Director of Guest Experience  
**Reports to:** Executive Vice President  
**Supervises:** Guest Experience Managers and Staff  
**FLSA Status:** Exempt

**POSITION SUMMARY:** This senior staff position is responsible for providing leadership and hands-on supervision/support for the entire Guest Experience Department, which includes three Guest Experience Managers and approximately 70 team members. Responsible for facilitating excellent guest service to our guests at all times. Oversees all aspects of the Guest Experience Department including, but not limited to, base/reception, parking, admissions, online ticketing, carousel, shuttle, giraffe experience, elephant and rhino feedings, and Sky Ride.

#### **QUALIFICATIONS AND REQUIREMENTS:**

- Degree, certification, training in hospitality management or related field strongly desired
- A minimum of 10 years' customer service experience in a zoo or aquarium, hospitality, amusement, or entertainment venue strongly preferred
- A minimum of 8 years' experience directly supervising front line staff in a zoo or aquarium, hospitality, amusement, or entertainment venue strongly preferred
- Knowledge of Altru (Blackbaud) POS software preferred
- Must have excellent written and verbal communication skills and demonstrate the ability to interact clearly and effectively with both internal and external customers
- Must have excellent interpersonal de-escalation skills.
- Computer proficiency in Microsoft Office, databases and more
- 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
- Possess the ability to organize and prioritize while working with strict deadlines
- Available to work a flexible schedule including most weekends and holidays
- Available to work evenings for special events throughout the year
- Must be a self-starter, take initiative, possess a high level of multi-tasking ability
- Ability to make good decisions and remain calm in stressful situations
- Able to work with little supervision
- Current CPR certification and AED training desired
- Must have a valid driver license and be insurable through the Zoo's



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- insurance provider
- Must be able to provide proof that you can legally work in the United States

#### **RESPONSIBILITIES AND DUTIES:**

##### **ORGANIZATIONAL EXPECTATIONS:**

- 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
- Adheres to Company Dress Code Policy - always "Zoo Crisp"
- Must maintain calm and professional demeanor with both guests and staff
- Demonstrates appropriate level of time management in support of co-workers and the entire team
- Must be able to work in all kinds of weather – snow, rain, heat etc.
- Be a participant in the Emergency Response Team including meetings and monthly drills
- Represent the Zoo in a professional manner

##### **SUPERVISORY EXPECTATIONS:**

- Provide positive leadership for Guest Experience managers, security and first responder staff and all other Guest Experience staff
- Responsible for the overall supervision of Guest Experience Staff, including recruitment, hiring, orientation, payroll, counseling, training, scheduling, disciplinary actions (with HR assistance)
- Provide guidance and regular coaching to employees
- Assigns tasks fairly and appropriate to job responsibilities
- Required to maintain detailed supervisory notes documenting counseling and coaching interactions
- Ensures that performance evaluations are conducted thoroughly and in a timely manner
- Communicates goals and expectations clearly and effectively with direct reports.



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#### **DEPARTMENTAL EXPECTATIONS:**

To include, but are not limited to the following:

- Responsible for hiring and overseeing Guest Experience managers
- Responsible for hiring overseeing night security staff
- Responsible for hiring and overseeing first responder staff
- Provide support to the Guest Experience Managers in daily operations
- Responsible for the long-term vision and planning for the department
- Ensure that the Guest Experience staff and all Guest Experience areas are ready to open on time daily
- Be out in the park supporting the team and visible to the guests on a regular basis
- Be trained to fill in for any guest experience role when necessary
- Support awareness for the Zoo's Quarters for Conservation program among guests and members.
- Oversee training and support of personnel on Admissions POS system
- Be knowledgeable about the Zoo's membership levels and processes
- Assist with cash management responsibilities
- Work weekends during the summer season and during special events
- Assist with the setup of special events including special event parking and staging.
- Handle guest comments, complaints and needs
- Monitor cleanliness of all Zoo areas viewed by guests, including concession areas; delegate cleaning assignments as necessary
- Maintain a safety-conscious department at all times, including safe operation of all rides and Guest Experience vehicles.
- Assist with special projects as needed throughout the year
- Assist in Sky Ride training and daily logs; ensure all daily/monthly/yearly logs are kept up-to-date.
- Oversee parking lots and traffic flow and facilitate parking staff as needed
- Assist with required paperwork for Sky Ride and carousel
- Administer the Zoo's uniform program, including inventory, ordering and distribution.
- Perform other duties as assigned

#### **BENEFITS AND COMPENSATION**

##### **BENEFITS AND COMPENSATION (for full-time staff)**

This position is a fully benefited position including group medical, dental, vision, life, and disability insurance; paid holidays, vacation & sick time; retirement plan; a zoo membership; eligibility for the bonus program; and discounts on concession and gift shop purchases. Compensation for this position is \$75,000.