



CHEYENNE MOUNTAIN ZOO

Job Description

Position Title: Front Desk/Base
Department: Development/Marketing
Reports to: Marketing Director
Supervises: None
FLSA Status: Non-Exempt

POSITION SUMMARY: This position operates as the Zoo's "Base" position and is responsible for receptionist duties and serving as the main point of contact for the public. Also responsible for operating as central point of contact for employees via Zoo-wide radio communication, including during emergencies. Responsible for clerical duties including data entry, records management, processing paperwork, ordering supplies, mail system and providing general customer service. Promotes professional working relationships with both internal and external customers. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

TO APPLY: Please submit your cover letter, resume and salary requirements (all three are required for consideration) via Indeed at:

<https://www.indeed.com/job/front-deskbase-1e964d0332fea841>.

No phone calls, please.

QUALIFICATIONS AND REQUIREMENTS:

- Minimum High School Education or GED equivalent is required.
- Three years of previous reception and office experience is required.
- Must be 18 years of age or older.
- Three years of database experience and/or three years of Altru (Blackbaud) experience is preferred.
- Previous work experience at a non-profit is preferred.
- Must submit to and pass a pre-employment drug/alcohol screening.
- Must be able to provide proof that you can legally work in the United States.
- 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 creative problem-solving skills
- Skilled in establishing and maintaining effective working relationships with co-workers, vendors, Zoo staff, and the public.
- Must have a high attention to detail while multi-tasking.
- Strong organizational skills, must possess the ability to stay organized and (re)prioritize daily tasks while accurately communicating timeline expectations.
- High energy for a fast-paced work environment
- Computer proficiency in Word, Excel, internet and email.
- Ability to research, draw conclusions, and summarize data for discussion and review.
- Take ownership and pride in responsibilities.



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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 CMZoo Policies and Procedures, CMZoo 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:

- Answer multi-line phone system
- Respond to inquiries from the public regarding all Zoo events/programs and general information
- Serve as "base" for the Zoo-wide radio and telephone communications system.
- Act as the central point for ERT (Emergency Response Team) for all on-grounds emergencies including contacting outside agencies. Remain calm during high-stress situations.
- Prepare outgoing mail; receive and distribute mail and package deliveries daily
- Greet Zoo guests and direct them as needed
- Responsible for school and group registrations.
- Reporting to departments regarding school groups to help them ensure appropriate staffing.
- Maintains supply closet, order supplies for all Zoo departments and distribute as necessary.
- Responsible for maintenance and upkeep of miscellaneous office equipment such as (but not limited to) copiers and postage machine.
- Responsible for ordering copier supplies.
- Inventory first aid supplies and medical bags. Order supplies if necessary
- As the primary point of contact at the Zoo's first aid station, administer minor first aid as needed
- Administratively support fund raising programs for the Development Department as needed
- Responsible for helping with special projects from all Zoo departments as needed
- Responsible for toner and cell phone recycling programs.
- Oversees lost and found items
- Ensures data entry is accurate and completed in a timely manner.



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- Possess the ability to organize and prioritize while working with strict deadlines
- Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Understands the implications of new information for both current and future problem-solving.
- Identifies problems and brings to the attention of the supervisor.
- Other duties as requested/assigned.

INDEPENDENT ACTION

Must be a self-starter, take initiative, possess a high level of multi-tasking ability under moderate degree of pressure.

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.

ACCURACY AND EFFECTIVE TIME MANAGEMENT

The need for timeliness for other required activities creates pressure. The ability to prioritize tasks and use time effectively is essential.

RESPONSIBILITY FOR CONFIDENTIAL INFORMATION

This position handles highly sensitive information. Total confidentiality and discretion are mandatory regarding business information and other sensitive information.

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 objects; sit; use hands to handle or feel objects, tools, or controls; talk, see, hear and smell. Requires full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use department equipment, to communicate effectively; 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 standing, walking on a steep terrain (Zoo), 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 15 pounds using appropriate body mechanics, possibly for extended periods of time.



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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 a closed office 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 environment. Subject to exposure to animals 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.
- Pressure Factor - Requires working under stressful conditions. Moderate pressure to meet scheduled and recurring deadlines.