



Position Title: Guest Service

Reports To: Guest Service Manager/Guest Service Assistant Manager

Department: Guest Service

Summary: A leader in conservation, captive breeding, and animal care, Cheyenne Mountain Zoo connects people with wildlife and wild places through experiences that inspire action. Recently voted by TripAdvisor users as one of the top ten Zoos in the nation, Cheyenne Mountain Zoo is looking for enthusiastic, responsible, and hardworking individuals with a passion for working with people. Guest Service positions include extensive walking, spending time outside in all weather, and working with adults and children on a daily basis. Some heavy lifting and extended time standing may be required. Successful Guest Service candidates will have a personality and attitude that foster a friendly environment by engaging our guests and helping the Zoo achieve our vision: “Every kid. Every time. Goosebumps! Every kid, of any age, will have the experience of a lifetime with every visit.”

Guest Service Staff: We are looking for dedicated individuals to join the Cheyenne Mountain Zoo Guest Service team. Guest Service positions include: Giraffe Feeding Experience Cashier, Budgie Buddies Cashier, Tot-Train Operator, Pony’s Cashier, Carousel Operator, Stands Relief, Elephant Feeding Experience Cashier, Golf Cart/Tram Driver, Mountaineer Sky Ride Operator, Admissions Cashier, and Parking Attendant. The hours for these positions will range from 20-40 hours per week and will include weekends and holidays. Availability for evening events required.

Minimum Requirements:

- 18 years of age for all positions (Mountaineer Sky Ride Operators must be 21 years of age)
- Successful completion of background check and drug screen
- Must have open availability to include weekends and holidays; time off will only be granted for “once in a lifetime” events; i.e. weddings, births, funerals, and emergencies
- Must possess excellent people skills and high comfort speaking and engaging Zoo guests

Responsibilities: To include but not limited to the following:

- Demonstrate a positive, productive attitude with all Zoo staff and Zoo guests
- Ability to handle large sums of cash and balance daily
- Maintain daily, accurate timesheets
- Follow all safety guidelines and demonstrate the ability to make good decisions regarding the welfare of guests
- Demonstrate self-initiative and willingness to cross-train
- Ability to multi-task and pay attention to detail in a fast-paced environment
- Maintain cleanliness and organization of Guest Service facilities
- Complete internal training programs

Salary: Starting at \$12.56 per hour. Positions are **SEASONAL PART-TIME**. Non-exempt.

To Apply: Please email resume to gshiring@cmzoo.org