



## CHEYENNE MOUNTAIN ZOO Job Description

**Position Title:** Guest Experience Manager  
**Department:** Guest Experience  
**Reports to:** Guest Experience Director  
**Supervises:** Guest Experience Leads and Staff  
**FLSA Status:** Exempt, Administrative

**POSITION SUMMARY:** This position is responsible for the overall management of the Guest Experience Department including supervisory functions and hands-on support. The Guest Experience Manager is responsible for ensuring and facilitating excellent service to our guests at all times. This position manages all aspects of the Guest Experience Department including, but not limited to, base/reception, parking, admissions, carousel, shuttle, giraffe experience, elephant and rhino feedings, and Sky Ride. The Guest Experience Manager promotes professional working relationships with both internal and external customers. This position is supervisory in nature; adheres to and supports all organizational policies, procedures, and standards; and promotes teamwork!

### QUALIFICATIONS

### AND

### REQUIREMENTS:

- Minimum of 5 years previous customer service experience
- Minimum of 3 years previous supervisory experience is required
- Previous special attraction experience is preferred
- Must have current CPR certification and AED training
- 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
- Must be able to provide proof that you can legally work in the United States
- Must have a valid driver's license and be insurable through Zoo's liability insurance provider
- Proficiency in computer applications such as Word, Excel, internet and email is required
- 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
- Take ownership and pride in responsibilities
- Possess the ability to organize and prioritize while working with strict deadlines
- Available to work a 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 training sessions 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

### **SUPERVISORY EXPECTATIONS:**

- Must maintain calm and professional demeanor
- Exercises job-related judgment and knowledge
- Organizes and prioritizes while working with strict deadlines
- Responsible for the assisting in the overall supervision of Guest Experience and Security staff, including orientation, counseling, training, scheduling, disciplinary actions (with HR assistance)
- Provides 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
- Must address disciplinary issues in a timely manner applying company policy
- Ensures that performance evaluations are conducted thoroughly and in a timely manner
- Communicates goals and expectations clearly and effectively with direct reports

### **DEPARTMENTAL EXPECTATIONS:**

- Management, oversight and scheduling of specific areas and all Guest Services and Security staff on grounds
- Must be proficient in all areas of Guest Experience

- Serves as a member of the Emergency Response Team
- Oversee and/or ensure training and support of personnel on Admissions POS system
- May be required to fill in as necessary for misc Guest Experience positions as needed
- Assist with cash management responsibilities
- Handle guest comments, complaints, and needs
- Monitor cleanliness of all Zoo areas viewed by guests, including concession areas
- Delegate cleaning assignments as necessary or fill in as required
- Be visible to guests as well as employees
- Maintain a safety-conscious department at all times, including safe operation of all rides and vehicles
- Assist with special events and projects as needed throughout the year
- Oversee parking lots and traffic flow and facilitate parking staff as needed
- Assist with required paperwork for Sky Ride and Carousel
- Perform other duties as assigned

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

**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