



**Position:** Ticket Sales Agent

**Status:** Part-time

**Description:** Located along Florida's Space Coast in Melbourne, Brevard Zoo is a highly acclaimed institution and one of only 233 accredited by the Association of Zoos and Aquariums. A not-for-profit that receives no recurring government funds for operations, the Zoo relies on admissions, memberships, grants and philanthropy to fund its operations and programs. Reporting to the First Impressions Supervisor, this position is responsible for providing guests with an amazing first impression by being welcoming, knowledgeable, friendly and enthusiastic, which results in the ultimate Zoo experience. This person will perform other duties as required, requested or assigned to support department goals and the Zoo mission.

**Responsibilities (include but are not limited to):**

- Opening and closing of admissions area in efficient manner
- Proficiency in operation of POS system and supporting equipment
- Knowledge in features and benefits of each package and membership offered
- Fully trained in current sales strategies and tools (i.e. visual aids)
- Provide service in a timely and professional manner
- Actively utilize current sales strategies in each applicable interaction (i.e. follow script)
- Inform guests/members of daily "need-to-know/nice-to-know" information
- Share your Zoo "insider" information
- Knowledge and ability to answer guest/member questions
- Direct guests/members with ECV, wheelchair or stroller rentals to Turnstile Attendant for direction
- Efficiently get guests/members through gates and started on their Zoo adventure
- Availability to cover special event shifts and extra shifts during peak times
- Work as an integral part of the Zoo team and communicate effectively with co-workers and management
- Participate in team goals and objectives
- **Please note this position requires standing periods of a minimum of 120 minutes.**

**Qualifications:**

- High school diploma or equivalent (preferred)
- Sales experience
- Strong oral communication skills

- Strong computer/POS system skills (1 year preferred)
- Cash handling experience (1 year preferred)
- Excellent interpersonal skills
- First Aid/CPR certified (training provided by Brevard Zoo)

**Benefits:**

- Optional Dental & Vision Insurance
- Retirement Plan 403b matching
- Paid-time Off (PTO) based on hours worked
- Holiday pay at 2x hourly rate
- Zoo membership (after 90 days) with free passes/zipline passes
- Uniform stipend
- Central Florida Attraction shares