



Position: Education Specialist

Status: Full-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.

This is primarily an administrative position scheduling, booking, processing and checking in education programs and groups. This position will be responsible for creating tickets in Accesso Ticketing Point of Sale System; strong computer-based knowledge is essential. The Education Specialist provides additional support for the department when needed to conduct or assist with programs ranging from early childhood to Zoo Teens. The ideal applicant will have excellent communication skills and will coordinate public communications of education offerings.

Responsibilities:

- Provides high quality customer service to Brevard Zoo guests.
- Confers accurate information regarding Brevard Zoo education programs and park via e-mail and phone.
- Process reservation requests for programs. Includes creating reservation, providing confirmations, and invoicing/payment processing.
- Collaborates with the School & Group Registrar to answer or field incoming calls and perform job duties as assigned.
- Checks in participants and groups. Requires outside work and may be exposed to a variety of weather conditions
- Creates program tickets in a timely manner using the Accesso Ticketing Point of Sale System
- Assists Manager and Curator with the development of materials for programs and promotions. Coordinate email marketing for education department programs.
- Coordinates program satisfaction surveys, distributing in a timely manner and providing survey feedback to coordinators and managers.
- Conducts education programming as assigned.
- Provides additional support to education team as needed.
- Interacts with general public on a daily basis.
- Establishes and implements a time-efficient daily work routine.
- Attends meetings, planning sessions and discussions on time.
- Maintains a positive image within Brevard Zoo by developing and maintaining cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, customers, and the general public.

- Diplomatically and tactfully handles requests, suggestions and complaints from the public and/or other departments.
- Enforces park rules and regulations, initiating a quick response if required.
- Demonstrate superior customer service with customers, both internal (i.e. co-workers) and external (vendors, visitors, students, parents, etc).
- Tactfully and effectively handles stressful situations, requests, suggestions and complaints from guests.
- Interfaces effectively with higher management, professionals, customers, and the general public.
- Complies with USDA, OSHA, Environmental Health and Brevard Zoo Safety Policies.
- Contributes to maintaining high morale among all Brevard Zoo employees.

Qualifications:

- Administrative experience preferred.
- Excellent communication and public speaking skills; both orally and in writing.
- Positive and enthusiastic outlook.
- Must be able to work independently.
- Exemplary organization and detailed oriented skill.
- Command of Window-based software and applications required. High level of proficiency in Microsoft Office, Outlook, and Excel.
- Able to work in a variety of weather conditions.

Required experience: Bachelor’s degree or equivalent combination of training and experience. Command of Window-based software and applications required. High level of proficiency in Microsoft Office, Outlook, and Excel.

Job type: Permanent full time position, primarily Tuesday to Saturday. Ability to work flexible schedule, including weekends, evenings, special events, and holidays as required. The job duties listed above are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Benefits:

Brevard Zoo offers a comprehensive benefits package that includes paid sick/vacation time, local tourist attraction discounts, and zoo membership.

Application instructions

Please submit a cover letter, resume, application and three references to edprograms@brevardzoo.org

Note, due to the number of applications/resumes, only those best qualified will be contacted for an interview. Please do not call regarding this position or receipt of your resume.