



Position: First Impressions Experience Advisor (Sales Agent/Turnstile Attendant)

Status: Part-time

Basic Function: Located along the Space Coast in Melbourne, Florida, Brevard Zoo is an AZA-accredited facility with a diverse collection of over 900 animals representing nearly 200 species. It is also home to the Sea Turtle Healing Center (STHC) for rehabilitation of wild marine turtles. Brevard Zoo is well-known for its strong conservation ethic and unique attractions, such as kayaking through the Africa area, giraffe feeding and various animal encounters.

The First Impressions Experience Advisor is responsible for providing guests with an amazing first impression by being welcoming, knowledgeable, friendly and enthusiastic resulting in the ultimate Zoo experience. Other duties as required, requested or assigned to support department goals and Zoo mission.

Responsibilities:

- Opens and closes admissions area in efficient manner.
- Proficiency in operation of POS system and supporting equipment.
- Is knowledgeable in features and benefits of each package and membership offered.
- Fully trained in current sales strategies and tools (i.e. visual aids).
- Provides service in a timely and professional manner.
- Actively utilizes current sales strategies in each applicable interaction (i.e. follows script).
- Informs guests/members of daily “need-to-know/nice-to-know” information.
- Shares Zoo “insider” information.
- Has the knowledge and ability to answer guest/member questions.
- Directs guests/members with ECV, wheelchair or stroller rentals to Turnstile Attendant for direction.
- Efficiently gets guests/members through gates and started on their Zoo adventure.
- Has availability to cover special event shifts and extra shifts during peak times.
- Works as an integral part of the Zoo team and communicates effectively with co-workers and management.
- Participates in team goals and objectives.
- *Please note: this position requires standing periods of a minimum of 120 minutes.*

Qualifications:

- High school diploma or equivalent
- Sales experience
- Strong oral communication skills
- Strong computer/POS system skills
- Cash handling experience
- Excellent interpersonal skills
- First Aid/CPR certified (training provided by Brevard Zoo)

Benefits:

- Dental and vision insurance
- Paid time off
- Matching 403b retirement funds
- Zoo membership with passes
- Attraction share program with Central Florida tourist attractions

Apply Now:

To apply, please send a resume to hr@brevardzoo.org or mail to:

Human Resources
Brevard Zoo
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