



Brevard Zoo is home to more than 900 animals representing 195 species from all over the world. As a not-for-profit organization, it is a leader in the fields of animal wellness, education and conservation.

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

Status: Part-time

Department: First Impressions

Reports to: First Impressions Supervisor

Basic Function: Responsible for providing guests with an amazing first impression by being welcoming, knowledgeable, friendly and enthusiastic resulting in the ultimate Zoo experience. This person is also responsible for other duties as required, requested or assigned to support department goals and Zoo mission.

Responsibilities (include, but are not limited to):

- Opens and closes admissions area in efficient manner
- Greets guests and enforces COVID-19 guidelines in a courteous and professional manner
- Possesses proficiency in operation of POS system and supporting equipment
- Is knowledgeable in features and benefits of each package and membership offered
- Is 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. follow script)
- Provides coverage for aviary sales as required
- Informs guests/members of daily "need to know" or "nice to know" information
- Shares Zoo "insider" information
- Has knowledge and ability to answer guest/member questions
- Hands out rented wheelchairs or strollers to guests/members
- Efficiently gets guests/members through gates and started on their Zoo adventure
- Is available to cover special event shifts and extra shifts during peak times
- Works as an integral part of the Zoo team and communicates effectively with coworkers and management
- Participates in team goals and objectives

- Must follow all COVID-19 guidelines as determined by the Zoo

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)

Americans with Disability (ADA) specifications:

The physical demands that 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 the individual to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand**, walk, sit, and use hands to finger, handle or feel objects, tools, or controls, reach with hands and arms, climb stairs. Balance, stoop, kneel, crouch or crawl, talk to hear, taste or smell. The employee must occasionally and/or move up to 25 pounds.

Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

The overall work environment while performing this job includes exposure to weather conditions and the noise level is usually moderate.

The employee is expected to adhere to all policies and to act as a role model in the adherence to the policies of the Brevard Zoo.

***Please note that this position requires standing periods of a minimum of 120 minutes*

Benefits:

- Health insurance (no deductible) with free gym membership
- Free dental insurance; optional vision, life and short-term disability insurance
- Paid Time Off (PTO) starts at 17 days/year: nine paid holidays
- Matching 403b retirement funds
- Zoo membership with passes and Treetop Trek passes
- Attraction share program with Central Florida tourist attractions

Interested applicants should submit a resume and cover letter to hr@brevardzoo.org.