



We Share Our Joy of Nature to Help Wildlife and People Thrive

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

**Status:** Part-time

**Department:** First Impressions

**Reports to:** First Impressions Manager

**Basic Function:** This person is responsible to provide 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 (include but not limited to):**

- Opening and closing of admissions area in an efficient manner
- Greet guests in a courteous and professional manner
- Proficient in operation of POS system and supporting equipment
- Efficiently scan tickets and membership cards to ensure an accurate guest count
- Knowledge of Zoo experiences and membership benefits
- 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
- Hand out and put away mobility rentals
- 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

**Qualifications:**

- High school diploma or equivalent
- Sales experience
- Strong oral communication skills
- Strong computer/POS system skills
- Cash handling experience
- Excellent interpersonal skills

**Benefits:**

- Dental insurance (after waiting period)
- Vision plan (after waiting period)
- 403(b) retirement plan
- Paid time off (after waiting period)
- Zoo membership (after waiting period)
- Zoo tickets (after waiting period)
- Admission to local attractions through AttractionShare

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 for an extended period of time, walk, sit, and use hands and finger to operate equipment, handle or feel objects, tools or controls, reach with hands and arms, climb stairs, balance, stoop, kneel, crouch and talk to hear. The employee must occasionally and/or move up to 50 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.

**\*\*PLEASE NOTE** – this position requires standing periods of a minimum of 120 minutes

Interested applicants should submit a resume and cover letter to *Human Resources*.

*Brevard Zoo is committed to an inclusive environment where employees are encouraged to be their authentic selves. We value the diverse qualities, perspectives, and experiences of all individuals. Join us in sharing the joy of nature to help people and wildlife thrive.*