



Our Mission: We share our joy of nature to help wildlife and people thrive.

Position: FIRST IMPRESSIONS EXPERIENCE SALES AGENT
Status: Part-Time, Hourly, Non-Exempt
Department: First Impressions
Reports to: First Impressions Manager

POSITION OVERVIEW

The First Impressions Experience Sales Agent is responsible for running the registers at Giraffe, Aviary and Train Station while being knowledgeable, friendly, and enthusiastic resulting in the ultimate Zoo experience. Other duties as required, requested or assigned to support department goals and Zoo Mission.

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.

QUALIFICATIONS

EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS

REQUIRED:

- Sales experience
- Strong oral communication skills
- Strong computer/POS system skills.
- Cash handling experience.
- Excellent interpersonal skills.

PREFERRED/DESIRED:

- High school diploma or equivalent.

PERFORMANCE RESPONSIBILITIES

ESSENTIAL FUNCTIONS:

- Opening and closing of the sales area in an efficient manner.
- Handing out tickets or animal food with the proper explanation of use.
- Working with the volunteers and other staff to ensure guests follow protocol for proper flow.
- Informing guests/members of daily “need-to-know/nice-to-know” information.
- Answering guest/member questions.
- Availability to cover special event shifts and extra shifts to cover team members or peak times.
- Participate in team goals and objectives.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Zoo experiences and membership benefits for all areas.
- Ability to deliver superior customer service to a variety of guests.
- Ability to work long hours in all weather conditions including but not limited to extreme heat.
- Proficiency and experience in the Point-of-Sale programs and supporting equipment.
- Ability to multi-task while upholding an exemplary guest service experience.
- Availability to cover extra shifts for follow team members, peak times or special events.
- Professional and interpersonal skills with an openness and flexibility to changing plans.



BREVARD ZOO

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PHYSICAL DEMANDS/WORK ENVIRONMENT

PHYSICAL REQUIREMENTS:

(L) Light work

Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects. If the use of arm/leg controls require exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated as light work.

POTENTIAL ENVIRONMENTAL CONDITIONS/HAZARDS:

Exposure to extreme heat and weather conditions. Requires Sitting, Standing, Walking, Bending, Stooping, Kneeling, Finger Dexterity, Talking, Hearing, and Visual Acuity frequently.

WORK SCHEDULE:

May be required to work weekends and nights as necessary.

TRAVEL:

None

FIRST IMPRESSIONS EXPERIENCE SALES AGENT

FOR HUMAN RESOURCES USE ONLY

Department: First Impressions
Schedule: 8 hrs. – 12 months
Content By: Manager – First Impressions
Compensation: Human Resources

Revision:	Date:	Revision Control:	Initiated By:
1.0	July 23, 2024	Developed	Jessica Brown – First Impressions

The above information in this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Performance of this job will be evaluated in accordance with the Zoo’s policies on evaluation of personnel.

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.