



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

Position: Adventure Services Guide
Status: Part Time; FLSA Hourly Non-Exempt
Department: Conservation Learning
Reports to: Manager, Attractions & Adventure Learning

POSITION OVERVIEW

Located along the Space Coast in Melbourne, Florida, the 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 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 rhinoceros and various other animal encounters.

The Adventure Services Guide is responsible for providing guests with an amazing experience throughout the Zoo by being welcoming, knowledgeable, friendly, and enthusiastic resulting in the ultimate Zoo visit. Other duties as required, requested, assigned to support department goals and Zoo Mission.

QUALIFICATIONS

EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS

PREFERRED/DESIRED:

- High School Diploma or equivalent.
- Sales experience.
- Cash handling experience.

CERTIFICATIONS/LICENSURE:

- First Aid/CPR certification required. Training provided by Brevard Zoo.

PERFORMANCE RESPONSIBILITIES

ESSENTIAL FUNCTIONS:

- Provide outstanding customer service to guests by being welcoming, knowledgeable, friendly and enthusiastic as well as promptly answering guest questions or responding to guest needs.
- Provide daily fun and interactive interactions with guests that are educational in nature.
- Guides are responsible for performing routine cleaning and maintenance of Adventure Services equipment and work areas; this includes cleaning and maintenance of the Train equipment, Upland Acres, Sea Turtle Beach, and Paws on Play Lagoon. This will include inspection of all equipment throughout the Department.
- Accountable for safe operations of all Zoo attractions, including performing continual safety checks throughout the day.
- Opening and closing of areas within the Department, including but not limited to Kayak Beach, Cape to Cairo Express, Wetlands Outpost, Paws On.



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- Provide safe guided tours around Expedition Africa, whether in a kayak or on the train.
- Operation of POS system and supporting equipment.
- Provide service in a timely and professional manner.
- 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.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- 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 accommodation may be made to enable the individual to perform the essential functions.
- While performing the duties of the job, the employee is required to stand for an extended period of time, walk, sit and use both hands 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 is expected to adhere to all policies and to act as a role model in adherence to the policies.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong oral communication skills.
- Computer/POS system skills.
- Excellent interpersonal skills.

PHYSICAL DEMANDS/WORK ENVIRONMENT

PHYSICAL REQUIREMENTS:

(M) Medium Work:

Exerting up to 50 pounds of force occasionally, and/or up to 25 pounds of force frequently and/or up to 10 pounds of force constantly to move objects as needed to move objects.

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

ADVENTURE SERVICES GUIDE

FOR HUMAN RESOURCES USE ONLY

Department: Conservation Learning



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Schedule: 29 hours or less. – 12 months
Content By: Manager, Attractions & Adventure Learning
Compensation: Human Resources

Revision:	Date:	Revision Control:	Initiated By:
1.0	July 08, 2024	Developed	Scott McQueen – Manager, Attractions & Adventure Learning

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.