



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

Position: Guest Services
Status: Full-time or part-time; FLSA Hourly Non-Exempt
Department: First Impressions
Reports to: First Impressions Manager

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, rhinoceros and various other animal encounters.

First Impressions Guest Services is responsible for day-to-day operations of the Guest Services desk and area. Other duties as required, requested, or assigned to support department goals and Zoo Mission.

QUALIFICATIONS

EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS REQUIRED:

- Excellent time management, organizational and interpersonal skills.
- Proficiency and experience in the full suite of Microsoft Office programs (Word, Excel, Power Point, Outlook)
- Proficient in CRM software systems
- Point of Sale experience
- Strong oral communication skills

PREFERRED/DESIRED:

- High school diploma or equivalent
- A minimum of three-year office-based guest service experience
- Training in guest service and problem resolution/conflict management.

CERTIFICATIONS/LICENSURE:

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

PERFORMANCE RESPONSIBILITIES

ESSENTIAL FUNCTIONS:

- Opening and closing of administration office in efficient manner
- Monitor Zoo Base radio
- Monitor weather radio and radar
- Answer incoming calls and provide information/direction as needed/requested
- Provide service in a timely and professional manner
- All aspects of “in-person” guest services to include greeting guests/members and fielding questions, compliments and/or complaints



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- Sign for packages and process mail. Accept and dispatch deliveries (UPS, FedEx, USPS)
- Inform guests/members of daily “need-to-know/nice-to-know” information
- Be aware of scheduled meetings/interviews, tours, VIZ/special guests and contact the appropriate person
- Manage mobility rentals
- Assist with data entry
- Assist with Guest purchases when needed (i.e. stroller rentals, memberships or overflow admission)
- Administer basic first aid
- Participate in team goals and objectives

KNOWLEDGE, SKILLS AND ABILITIES:

- Experience with managing daily operations at a front desk.
- Ability to deliver superior customer service to a variety of guests.
- Demonstrate strong organizational and time management skills with ability to effectively prioritize areas of need.
- Ability to multi-task and provide help to multiple areas within the Zoo.
- Proficiency and experience in POS programs.
- Professional and interpersonal skills with an openness and flexibility to changing plans and input from peers and community members.
- Availability to cover special event shifts and extra shifts during peak times

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

GUEST SERVICES

FOR HUMAN RESOURCES USE ONLY

Department: First Impressions



BREVARD ZOO

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Schedule: 30 hours or more. – 12 months

Content By: Manager – First Impressions

Compensation: Human Resources

Revision:	Date:	Revision Control:	Initiated By:
1.0	July 30, 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.