



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

**Position:** Guest Services  
**Status:** Full-time FLSA Hourly Non-Exempt  
**Department:** Guest Experience  
**Reports to:** Guest Experience 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.

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 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:

Frequent movement indoors with some outdoor environment. 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

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



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to this job. Performance of this job will be evaluated in accordance with the Zoo’s policies on evaluation of personnel.

**Equal Employment Opportunity and Non-Discrimination Statement**

East Coast Zoological Society of Florida, Inc., dba Brevard Zoo, is committed to providing equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy, sexual orientation, and gender identity), national origin, age, disability, genetic information, veteran status, or any other characteristic protected by applicable federal, state, or local law.

We do not tolerate discrimination or harassment in any aspect of employment, including recruitment, hiring, promotion, compensation, benefits, training, transfer, termination, or any other terms and conditions of employment.

Employees and applicants are encouraged to report any concerns regarding discrimination or harassment, and retaliation for reporting such concerns is strictly prohibited.

*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.*

**GUEST SERVICES**

**FOR HUMAN RESOURCES USE ONLY**

**Department:** Guest Services  
**Schedule:** 40 hours per week, 12 months per year  
**Content By:** Manager – Guest Services  
**Compensation:** Human Resources

Revision:	Date:	Revision Control:	Initiated By:
1.0	July 30, 2024	Developed	Jessica Brown – First Impressions