



BREVARD ZOO

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

Position: Manager, Guest Experience
Status: Full Time; FLSA Salary Exempt
Department: Guest Experience
Reports to: Director of Conservation Learning & Audience Impact

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 Manager, Guest Experience is responsible for overseeing daily operations of Brevard Zoo's guest experience, including ticket sales, experience sales, and guest inquiries. The Manager is responsible for creating a safe, efficient, and enjoyable experience for guests leading and inspiring the guest experience teams to deliver exceptional customer service. This position also serves as the primary Manager on Duty (MOD) for Brevard Zoo and is responsible for ensuring all guest incidents are resolved at a satisfactory level.

QUALIFICATIONS

EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS

REQUIRED:

- High school diploma required.
- Minimum of two years of experience of customer service supervision.

PREFERRED/DESIRED:

- College degree in a related subject.

CERTIFICATIONS/LICENSURE:

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

PERFORMANCE RESPONSIBILITIES

ESSENTIAL FUNCTIONS:

- Provide leadership and mentorship to the guest experience teams on an ongoing basis while directing all aspects of the employment process for assigned teams, including hiring, training, retaining, and terminating.
- Responsible for department administration, including the payroll, effective scheduling to meet organizational needs, and monitoring employee performance.
- Manage the development, implementation, and maintenance of related policies and practices.
- Serve as the Manager on Duty, including overseeing daily park operations, resolving guest incidents, and coordinating emergency responses.



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- Enhance Brevard Zoo's ability to provide quality experiences and revenue generation through the development and implementation of both sales and customer service training for staff.
- Oversee and monitor the guest experience in all Guest Experience areas, including daily and regular inspections of areas and ensuring adequate staffing levels.
- Professionally assist and follow through with guest complaints, including handling guest concerns and implementing guest recovery strategies.
- Maintain Brevard Zoo's online interface and POS for ticket sales, including conducting ticketing systems training for needed staff, and be the point person for overseeing the ticketing system.
- In coordination with Director, monitor guest satisfaction data and feedback to take proactive steps to continuously improve the guest experience as well as contribute to the plans to increase earned revenue.
- In coordination with Director, establish sales goals and reward strategies for department to increase earned revenue at point of sale locations throughout the Zoo.
- Administer annual budget with specific regard to managing expenditures and resources related to assigned budget codes to ensure department goals are met.
- Demonstrate Brevard Zoo's standards and model of guest service.
- Work as an integral part of the Zoo team and communicate effectively with colleagues, management, and other departments.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to become CPR certified and maintain certification.
- Proficiency in Microsoft Outlook, Excel, and Word.
- Basic cash handling skills.
- Understanding of registration and reservation systems, including POS operations.
- Superior customer service skills.
- Ability to deliver superior customer service to a variety of clients.
- Organizational and time management skills with the ability to effectively prioritize work and complete tasks in a timely and accurate manner.

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:

Indoor office environment most often with frequent movement and facilitation of experiences in an outdoor setting regularly. Routine 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.



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TRAVEL: May be required to operate a Zoo vehicle.

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.

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 EXPERIENCE MANAGER

FOR HUMAN RESOURCES USE ONLY

Department: Guest Experience
Schedule: 40 hours per week, 12 months per year
Content By: Director – Conservation Learning
Compensation: Human Resources

Revision:	Date:	Revision Control:	Initiated By:
1.0	September 18, 2024	Developed	Cheri Purnell – Director of Membership & First Impressions
1.1	July 14, 2025	Revision	Brian Ogle – Conservation Learning