



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

Position: ZOO EXPERIENCE ADVISOR
Status: Part-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.

The Zoo Experience Advisor is responsible for providing guests with an amazing Zoo experience by being welcoming, knowledgeable and enthusiastic. Team members will be assigned to either the admissions or activity areas and will be cross trained to ensure coverage as needed. Other duties as required, requested or assigned to support department goals and Zoo Mission.

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

ADMISSION AREA (ZOO ENTRANCE) ESSENTIAL FUNCTIONS:

- Opening and closing of the sales and scanning area in an efficient manner.
- Efficiently scanning tickets and membership cards to ensure an accurate guest count.
- Hand out and put away mobility rentals.
- Actively utilize current sales strategies during each transaction (i.e. follow script).
- Cross-train in other areas in our department (Giraffe Platform, Aviary Desk, Train Booth)
- Informing guests/members of daily “need-to-know/nice-to-know” information.
- Answering guest/member questions and concerns.
- Participate in team goals and objectives.

ACTIVITY AREA (GIRAFFE, AVIARY FEEDING AND TRAIN SALES) 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.



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- 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.
- 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 fellow team members, peak times or special events.
- Professional and interpersonal skills with an openness and flexibility to changing plans.

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:

Must be willing to work in inclement weather including temperatures exceeding 100 degrees and high humidity. 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 to this job. Performance of this job will be evaluated in accordance with the Zoo’s policies on evaluation of personnel.

Brevard Zoo provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws. Brevard Zoo complies with applicable state and local laws governing non-discrimination in employment. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.



BREVARD ZOO

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Brevard Zoo expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Brevard Zoo's employees to perform their expected job duties is not tolerated.

Brevard Zoo will not tolerate retaliation against employees who raise concerns or who file a claim of discrimination whether through external agencies or through Brevard Zoo's internal procedures.

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 – ZOO EXPERIENCE ADVISOR

FOR HUMAN RESOURCES USE ONLY

Department: Guest Experience

Schedule: 21-28 hours per week, 52 weeks per year

Content By: Manager – Guest Experience

Compensation: Human Resources

Revision:	Date:	Revision Control:	Initiated By:
1.0	August, 8 2025	Developed	Jessica Brown – Guest Experience Manager