



## Gift Shop & Visitor Experience Associate Job Description

**Reports To:** Director of Administrative Operations

**Department:** Revenue Center

**Salary:** \$16.00

**Job Status:** Part-time

**Union Status:** Union

**Position Scope:** The Utica Zoo is seeking to hire an enthusiastic and outgoing individual to join our team. The Visitor Experience & Gift Shop Associate is responsible for the daily operation of the gift shops, admissions, and Jumpin' Joeys' Bounce Pillow, along with assisting with events and visitor experience as needed. As a front-line employee that interacts directly with the public, successful applicants must be able to present a positive image of the zoo and its mission. Must be 18 years of age or older.

The Visitor Experience & Gift Shop associate is a member of the Utica Zoo's revenue center team reporting to the Director of Administrative Operations. Part-time, hourly (non-exempt), less than 30 hours per week. This position is required to work weekends, weekdays, holidays, and some evenings during special events. Position is part of a union.

### Essential Functions:

- GIFT SHOP:
  - Serve the public by providing courteous and efficient service
  - Accurate accounting of all monies and transactions
  - Tagging and displaying of merchandise
  - Ensure accurate receiving, sales, organization, and count of inventory
  - Assist with membership fulfillment process
  - Assist with annual reciprocal list management and processing.
  - Assist with monthly community donations
  - Keeping the Visitor Center & gift shop clean, neat, attractive, and in compliance with all regulations.
  - Maintenance of cash registers, cash control, and daily register checkouts.
- EVENTS & RENTALS:
  - Assist with admission tracking for events and rentals
  - Support the event staff with the overall service of the event.
  - Assist with event set up, breakdown and waste pickup.
  - Assist with restroom clean up before, during and after the event.
- VISITOR EXPERIENCE:
  - Constantly exhibit a visitor experience attitude, by conducting yourself at the highest level of integrity and empathy, communicate with visitors, and answer questions in a courteous manner
  - Ensure zoo is ready for visitors daily.
  - Assist with visitor issues/comments as best as possible, escalate to a supervisor when unable to assist
  - Ensure Visitor Center accessibility and safety for all visitors
  - Respond promptly and with exceptional customer service to phone calls and emails
  - Process rentals of strollers and Scooter Pals & ensure rentals are clean and charged for visitor use
  - Oversee Jumpin' Joeys' Bounce Pillow use and safety
  - Assist facilities staff to maintain restroom cleanliness and trash removal
  - Conduct surveys with incoming/outgoing visitors at admissions or high traffic areas.



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- Assemble and manage Membership promotion/signup and Retail table's setup in front gate or in high traffic areas.
- Light yardwork of visitor pathways and garden assistance.
- Other duties as assigned.

**Requirements:**

- Good math, writing, telephone and speaking skills.
- Ability to operate a cash register and typical office equipment
- Good interpersonal skills to work well with others
- Ability to work on Windows-based software
- Good organizational skills and the ability and willingness to work a flexible schedule
- The ability to handle emergencies and situations with efficiency, tact and courtesy.
- Reliable and honest.
- Must have consistent & reliable transportation
- Must be 18 years of age or older

**Physical Requirements:**

- Ability to lift up to 50lbs and participate in the physical activities required by the position.
- Be able to sit, stand, be outside or walk for extended periods.
- Ability to sit and type at a computer screen for long periods of time.

**Benefits:**

- Employee assistance program
- Employee discount
- Flexible schedule
- Retirement plan

**Equal Employment Opportunity (EEO) Policy:** The Utica Zoo provides equal employment opportunities to all current employees and all applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, natural origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

**Employee Print** \_\_\_\_\_ **Date** \_\_\_\_\_

**Employee Signature** \_\_\_\_\_