



DEPARTMENT: Salisbury Zoo

POSITION: Guest Services Associate (Part-Time) Seasonal

TYPE: Part-Time Seasonal

SALARY: \$13.25

BENEFITS: Not available

CLOSING DATE: Continuous



Overview: We are Salisbury, Maryland, and our town was born from the headwaters of the **Wicomico River**. This special place, nestled squarely between the beaches and the bay, has been attracting people to its stunning location for almost **300 years**. Now one of the largest cities on the peninsula, Salisbury serves as the *Capital of the Eastern Shore*, combining vibrant economic opportunity, quality public education, world-class healthcare, reinvigorated environmental stewardship, globally known corporations, and an energetic and inspiring team of community leaders, to chart its own course, and craft a sound plan for its future.

Department: The Salisbury Zoological Park is committed to enhancing our quality of life by providing a friendly, relaxing environment where educational and recreational opportunities come together through participation and interaction. With its animals, staff, volunteers, and park-like setting, the Zoo encourages appreciation of wildlife and inspires conservation of our natural world.

Profile:

There are three divisions of Guest Services: Zoo Greeter, Zoo Concession, Zoo Gift Shop. All three divisions are responsible for serving the Zoo’s visitors by providing excellent customer service. Based on the division, duties include greeting zoo visitors, preparing food in conjunction with health department regulations, cleaning work areas, merchandising and restocking inventory, preparing daily deposits, and performing other duties as assigned. The three areas work as a team. The Zoo Concession Sales Associates and Zoo Gift Shop Sales Associates are required to have some money handling experience. Weekend work required, evening work required for some special events.

Preferred Education: High School

Preferred Experience: Money handling experience for Zoo Gift Shop Sales Associate and Zoo Concession Sales Associate.

Requirements/Certifications: N/A

How to Apply: Submit City application, cover letter, driving record and resume to the following address or apply online at www.salisbury.md/apply

City of Salisbury HR, 125 N. Division St., Salisbury, MD 21801 jobs@salisbury.md; 410-548-1065; fax: 10-548-3748

City of Salisbury

Classification Description

Classification Title: Guest Service Associate (part time seasonal) Pay Grade: Hourly \$13.25
Department: ABCD-Zoo FLSA Status: NE
Date: 2/17/2023

General Statement of Job

The Guest Services Associate is a part of the Salisbury Zoo's Guest Services department. There are three divisions of Guest Services: Zoo Greeter, Zoo Concession Sales, Zoo Gift Shop Sales. All three positions are cross-trained to provide customer service to the Zoo's visitors.

Specific Duties and Responsibilities

Essential Functions:

1. Provide a friendly greeting to visitors of the Salisbury Zoological Park
2. Answers questions from the visitors regarding zoo policies & procedures
3. Aid visitors in locating wheel chairs to borrow
4. Provides limited security for the Zoo through enforcement of Zoo policies
5. Notifies Zoo staff if a security threat becomes present
6. Distributes Zoo maps and provides information about becoming a Zoo member
7. Assists staff with all emergency situations as defined in the Guest Services training program
8. Ensures greeter cart is clean and stocked
9. Monitors the donation cart, although not specifically asking for donations
10. Prepares food according to Health Department regulations
11. Restocks, cleans work areas.
12. Be knowledgeable about the Zoo's animal collection and can answer questions about the animals at the Zoo
13. Be knowledgeable about "What's New at the Zoo": births, acquisitions, dispositions, Zoo programs and events.
14. Wears required uniform and presents a professional appearance
15. Counting out donations or sales (using trained money handling procedures)
16. During inclement weather, Guest Services Associates may be asked to perform other duties as assigned

Required Knowledge, Skills, and Abilities:

1. Working knowledge of City policies and procedures.
2. Act as a representative of the City of Salisbury to the public.
3. Knowledge of zoological policies and practices regarding emergency protocol.
4. Effectively communicate with the public courteously and tactfully at all times.

5. Effectively communicate and maintain effective working relationships with other staff members and members of the public.
6. Follow written and oral instructions.
7. Effectively prioritize and multitask with attention to detail.

Education and Experience:

High School

Physical and Environmental Conditions:

Work requires considerable physical effort in the handling of materials up to 50 pounds and/or continual standing or walking 60%+ of the time.

May require working in adverse weather conditions.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.