

Guest Services Associate – Salisbury Zoo

Salary: \$15.00/HR

Type: Seasonal-Temporary (April-Sept)

Benefits: None

Date Posted: 3/13/2025

About ABCD

The Arts, Business, & Culture Department is responsible for fostering Salisbury's thriving economic climate through supporting business, expanding economic opportunity, promoting artistic expression, hosting unique experiences, and maintaining regional attractions such as the Salisbury Zoo and Poplar Hill Mansion. By producing signature events, facilitating business incentives, and collaborating with stakeholders, this department strives to make Salisbury a place where arts, business, and culture intersect and flourish.

Profile

The Guest Services Associate is a part of the Salisbury Zoo's Guest Services department. There are two divisions of Guest Services: Zoo Greeter and Zoo Gift Shop Sales. Both divisions are responsible for serving the Zoo's visitors by providing excellent customer service. Based on the division, duties include greeting zoo visitors, cleaning work areas, merchandising and restocking inventory, preparing daily deposits, and performing other duties as assigned. The two areas work as a team with guest service associates being cross-trained to provide the best customer service to the Zoo's visitors. Guest Service Associates will primarily work in the Gift Shop conducting sales and are required to have some money handling experience.

This position is temporary for the guest services season primarily running April through December on an as needed basis.

Education

- High School Diploma or equivalent

Experience

- Customer service, retail sales and money handling experience is required to work in the Gift Shop.
- Must be knowledgeable and comfortable with using technology (computers & cash register systems).
- Weekend work required, holiday, and evening work may be required for some special events and programs.

Requirements/Certifications

- 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.
- Availability to work on some Nights, Holidays & Weekends.

How to Apply

1 Visit salisbury.md/apply

2 Submit City application, cover letter, and resume

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City may consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role. Jobs will be posted for a minimum of 2 weeks.

City of Salisbury, MD

Classification Description

Classification Title: Guest Services Associate

Grade: Part-time (Temporary, April-December)

Department: Arts, Business and Culture Department (ABCD)

FLSA Status: NE

Date: 3/11/25

Position Profile: The Guest Services Associate is a part of the Salisbury Zoo's Guest Services department. There are two divisions of Guest Services: Zoo Greeter and Zoo Gift Shop Sales. Both divisions are responsible for serving the Zoo's visitors by providing excellent customer service. Based on the division, duties include greeting zoo visitors, cleaning work areas, merchandising and restocking inventory, preparing daily deposits, and performing other duties as assigned. The two areas work as a team with guest service associates being cross-trained to provide the best customer service to the Zoo's visitors. Guest Service Associates will primarily work in the Gift Shop conducting sales and are required to have some money handling experience. Weekend work required, holiday, and evening work may be required for some special events and programs. This position is temporary for the guest services season primarily running April through December on an as needed basis.

Duties and Responsibilities

Administrative/Customer Service: Performs some administrative duties related to Guest Services and other duties as assigned.

- Provide a friendly greeting to visitors of the Salisbury Zoological Park.
- Distributes zoo maps & answers questions from visitors regarding zoo policies & procedures.
- Aid visitors in locating wheel chairs to borrow.
- Provides limited security for the Zoo through enforcement of Zoo policies, and notifies Zoo staff if a security threat becomes present.
- Assists staff with all emergency situations as defined in the Guest Services training program.
- Be knowledgeable about the Zoo's animal collection and can answer questions about the animals at the Zoo.
- Be knowledgeable about "What's New at the Zoo": births, acquisitions, dispositions, Zoo programs and events.
- Ensures daily maintenance & stocking to the greeter areas and gifts hop, including sweeping, mopping and trash removal.
- Takes inventory, restocks and cleans work areas routinely.
- Assists in sales of inventory.
- Communicates to team, Team Lead and Development Supervisor about inventory and other needs in the gift shop.

- Provides information on memberships, events and program, may assist with registration.
- Answers and directs telephone calls.
- Wears required uniform and presents a professional appearance.
- Schedule requires availability to work on some nights, holidays & weekends.

Skills Proficiency/Strategic Planning: Follows policies for the organization that are division specific.

- Excellent organizational, interpersonal and conflict resolution skills including written and verbal communication skills.
- Effectively communicate with the public courteously and tactfully at all times.
- Effectively and efficiently organize and track inventory.
- Working knowledge of basic accounting practices and procedures.
- Candidate should have a good command of the Microsoft Office Suite and retail software.
- Must have the ability to prioritize work and multi-task with attention to detail
- Ability to operate Computer, Copier, Printer, Credit Card Machine, Radio
- Working knowledge of City policies and procedures.
- Knowledge of zoological policies and practices regarding emergency protocol.

Leadership/Team Leader: Works with team and team leaders to provide the best environment for staff and guests. Instills confidence and inspires action while maintaining accountability.

- Ability to handle situations and maintain composure with staff & customers.
- Provides direction, and assists in resolving problems encountered.
- Communication: Articulates thoughts and ideas clearly and effectively to exchange information and listens to others.
- Act as a representative of the City of Salisbury to the public.

Stewardship: Embraces all of the missions of the Salisbury Zoological Park.

- Promotes and educates guests on how important the zoo is and its relation to the city and the zoological industry.
- Monitors the donation cart, although not specifically asking for donations.
- Counting out donations or sales (using trained money handling procedures).
- Performs cash drawer opening/closing.
- Processes sales and payments.
- Completes end of day deposits and reports.

Development/Leadership Development: Will be provided with opportunities to engage in leadership and skills development.

- Attend opportunities and/or training for department staff to engage in professional development, skill development and other City initiatives to improve interdepartmental relations, and increase the department's effectiveness and efficiency in serving the general public.

- Work on improving leadership skills by attending relevant meetings and trainings.

Performance Expectations

- **Communication:** Articulates thoughts and ideas clearly and effectively to exchange information. Listens to others and provides useful feedback.
- **Work Ethic:** Demonstrates personal accountability, effective work habits, integrity and ethical behavior.
- **Teamwork:** Works well as a part of a team through respectful and collaborative relationships with colleagues, customers, affiliates and stakeholder groups.
- **Problem Solving:** Improves, designs, refines, finds and invents criteria in order to resolve problems. This combines creative and critical thinking.
- **Initiative:** Takes charge before others do and/or without being instructed.

Required Knowledge, Skills, and Abilities:

- Working knowledge of City policies and procedures.
- Act as a representative of the City of Salisbury to the public.
- Knowledge of zoological policies and practices regarding animal care including diet and safe handling procedures, and exhibit maintenance.
- Effectively communicate with the public courteously and tactfully at all times.
- Effectively communicate and maintain effective working relationships with other staff members and members of the public.
- Follow written and oral instructions.
- Effectively prioritize and multitask with attention to detail.

Education and Experience

- High School / GED.
- Experience in retail sales, customer service, and with money handling.
- Experience with computers and cash register systems a plus.

Physical Requirements

- 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.
- During inclement weather, Guest Services Associates may be asked to perform other duties as assigned.