



DEPARTMENT OF

ARTS BUSINESS AND CULTURE

Guest Services Lead – Salisbury Zoo

Salary: \$16.00/HR

Type: Standby- as needed

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 Service Lead is a part of the Salisbury Zoo's Guest Services department. Under the direct supervision of the Development Supervisor, the Guest Service Lead will act as a team leader in the gift shop and greeter areas, including helping to advise seasonal staff. The Lead will assist Development Supervisor with training seasonal staff, assist with daily gift shop & guest service operations, special events, the zoo's membership program, animal adoption program, wild party bookings/rentals, donation tracking, data collection and organization and perform other duties as assigned. Weekend work required, holiday and evening work may be required for some special events and programs.

Education

- High School Diploma or equivalent

Experience

- Excellent customer service skills and positive communication
- Ability to enforce policies and procedures while maintaining professionalism
- Money handling experience required.
- Must be knowledgeable and comfortable with using technology (computers & payment processing systems).

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 Service Lead

Grade: Part-time

Department: Arts, Business and Culture Department (ABCD)

FLSA Status: NE

Date: 3/11/25

Position Profile: The Guest Service Lead is a part of the Salisbury Zoo's Guest Services department. Under the direct supervision of the Development Supervisor, the Guest Service Lead will act as a team leader in the gift shop and greeter areas, including helping to advise seasonal staff. Lead will assist Development Supervisor with training seasonal staff, assist with daily gift shop & guest service operations, special events, the zoo's membership program, animal adoption program, wild party bookings/rentals, donation tracking, data collection and organization and perform other duties as assigned. Money handling experience required. Weekend work required, holiday and evening work may be required for some special events and programs.

Duties and Responsibilities

Administration/Task Completion: Holds self-accountable for assigned responsibilities; sees tasks through to completion in a timely manner.

- 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.
- 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 gift shop and guest services greeters areas are clean, stocked and ready each day.
- Takes inventory, restocks and cleans work areas routinely.
- Assists in sales of inventory
- Assists in inventory ordering
- Assists with memberships, program, and event registrations
- Answers and directs guest service telephone calls
- Wears required uniform and presents a professional appearance

- Schedule requires availability to work on some nights, holidays & weekends.

Skills Proficiency/Technical Aptitude: Skillful in use of tools, hardware, software, and equipment.

- Assists with facility maintenance as needed;
- Demonstrates ability to safely and efficiently utilize basic hand tools;
- Performs other duties as assigned.

Leadership/Role Model: Acts a role model and peer leader among teammates and colleagues.

- Works with the Zoo team, which consists of a Collections Curator, Animal Care Technicians, Groundskeepers, Registrar, Education Curator, Veterinarian and Office Administrator.

Stewardship/Resources: Safeguards equipment, supplies and materials.

- Promotes and educates guests on how important the zoo is and its relation to the city and the zoological industry.
- Observes the animal collection and able to interpret what they observe.
- May work closely with the animal care, veterinary and maintenance staff.

Development/Professional Development: Participate in opportunities to earn or maintain professional credentials and certifications.

- Attend opportunities and/or training for department staff to engage in professional development, career advancement and other City initiatives to improve interdepartmental relations, and increase the department's effectiveness and efficiency in serving the general public.
- Works 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 and customer service.
- Experience with money handling.
- Experience with computers and cash register systems.

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.
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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.