



## CHEYENNE MOUNTAIN ZOO

### Job Description

**Position Title:** Guest Experience Manager

**Department:** Guest Experience

**Reports to:** Director of Guest Experience

**Supervises:** Guest Experiences Staff

**FLSA Status:** Exempt

**BENEFITS AND COMPENSATION** This Position is a fully benefited position including group medical, dental, vision life, and disability insurance; paid holiday, vacation & sick time; retirement plan, a zoo membership; and eligibility for the bonus program. Compensation for this position will be \$55,000 annually based on qualifications and experience.

#### **POSITION SUMMARY:**

This position is responsible for providing leadership and hands-on supervision/support for the Guest Experience Department. Responsible for facilitating excellent guest service to our guests at all times. Oversees all aspects of the Guest Experience for their area of focus as well as the overall department. Promotes professional working relationships with both internal and external customers. This position is supervisory in nature. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

#### **MISSION OF GUEST EXPERIENCE MANAGERS:**

- Our mission is to be available and visible to our guests throughout the day.
- Our jobs are to interface one on one with our guests and deliver excellent guest experiences.
- Remember: every guest, every time, goosebumps!

#### **QUALIFICATIONS AND REQUIREMENTS:**

- Degree, certification, training in hospitality management or related field strongly desired.
- Desired a minimum of 10 years' customer service experience in a zoo or aquarium, hospitality, amusement, entertainment venue, or other comparable customer service experience.
- Desired a minimum of 5 years' experience directly supervising front line staff in a zoo or aquarium, hospitality, amusement, entertainment venue, or other comparable customer service experience.
- Knowledge of POS software.
- Current CPR certification and AED training required.
- Must have excellent written and verbal communication skills and demonstrate the ability to interact clearly and effectively with both internal and external customers.
- Must submit to and pass a pre-employment drug/alcohol screening.
- Must be able to provide proof that you can legally work in the United States.



## CHEYENNE MOUNTAIN ZOO

### Job Description

- Computer Proficiency in computer applications such as Word, Excel, internet and email.
- Skilled in establishing and maintaining effective working relationships with co-workers, vendors, Zoo staff, and the public.
- Must have a high attention to detail.
- Ability to research, draw conclusions, and summarize data for discussion and review.
- Take ownership and pride in responsibilities.
- Possess the ability to organize and prioritize while working with strict deadlines.
- Must have a valid driver license and be insurable through the Zoo's insurance provider.
- Available to work flexible schedule including weekends and holidays.
- Available to work several evenings for special events throughout the year.
- Ability to make good decisions and remain calm under pressure.
- High energy level.
- Must have creative problem solving skills.
- Able to work with little supervision.
- Superior customer service oriented.

### **RESPONSIBILITIES AND DUTIES: OPERATIONAL RESPONSIBILITIES:**

- Instill the culture of "Every Guest. Every time. Goosebumps."
- Ensure that the guest experiences staff and all guest experiences areas are ready to open on time and are at our best every day.
- Conduct a morning sweep of the Zoo to ensure we are ready for our guests.
- Be proactive in hearing the needs of our staff.
- Be out in the park supporting the team and visible to the guests and staff during all key times and busy times.

### **FOCUS AREA RESPONSIBILITIES – ADMISSIONS AND PARKING:**

#### Direct Responsibilities:

- Manage hiring and training of admissions, parking, and shuttle staff members.
- Manage scheduling and payroll of admissions and parking staff.
- Cross training of other GE managers in Admin and Parking daily functions.
- Coaching and performance management of all Admissions and Parking leads and seasonal employees.
- Cross train admissions staff with membership department for unified message and decision making process regarding typical membership questions/issues.
- Train in other focus areas to cover daily operational functions when they are away from the zoo.

#### **Responsibilities that other GE managers will be cross trained to cover:**

- Membership decision making.
- Manage daily admissions process.



## CHEYENNE MOUNTAIN ZOO

### Job Description

- Manage daily parking for expected attendance.
- Manage in park guest shuttle program daily.

#### **FOCUS AREA RESPONSIBILITIES – RIDES AND FEEDING EXPERIENCES:**

##### Direct Responsibilities:

- Manage hiring and training of Carousel, Sky ride, and feeding experience staff members.
- Manage scheduling and payroll of Rides and Feeding Experiences.
- Cross training of other GE managers in Rides and Feeding Experiences daily functions.
- Coaching and performance management of all Rides and Feeding Experiences leads and seasonal employees.
- Emergency Evacuation training of all Sky ride staff and participation in all Sky ride emergency exercises/drills.
- Coordinate Sky ride emergency evacuation training with maintenance department.
- Maintain training and safety logs for rides.
- Make sure rides and ride staff are fully prepared for all state inspections.
- Train in other focus areas to cover daily operational functions when they are away from the zoo.
- Responsibilities that other GE managers will be cross trained to cover:
  - Manage daily operations of Carousel & Sky ride.
  - Manage daily operation of any seasonal attractions.
  - Manage daily operation of feeding experiences, and lettuce process.

#### **FOCUS AREA RESPONSIBILITIES – BASE AND SUPPORT:**

##### Direct Responsibilities:

Work Schedule: Varies between 7am – 5:30pm on the days you are scheduled unless deemed otherwise by Director.

- Manage hiring and training of Base and Support staff.
- “Support staff” includes:
  - Night Security.
  - First Responders.
  - Part Time Seasonal Base staff to cover breaks, lunches, sick days, vacation days when Leads/Managers cannot cover.
  - “ticketing questions” staff have during peak seasons/days.
- Manage scheduling and payroll of Base and Support staff.
- Cover base regularly enough to be proficient at the functions and management of the base team.
- Cross training of other GE managers in Base and Support daily functions.
- Coaching and performance management of all Base and Support leads and seasonal employees.
- Train in other focus areas to cover daily operational functions when they are away from the zoo.



## CHEYENNE MOUNTAIN ZOO

### Job Description

- Responsibilities that other GE managers will be cross trained to cover:
- Staff and manage zoo base and zoo base daily activities.
- Manage/perform ticket drops and answer ticketing questions.
- Manage Night Security Team.
- Manage First Responder operations, and perform first responder duties.

### **DEPARTMENTAL EXPECTATIONS:**

- Provide support to the Director of Guest Experience in daily operations, as well as long term vision and planning for the department.
- Ensure that front entry and zoo is photo ready every day
- Participate in Emergency Response Team meetings and monthly emergency exercises/drills.
- Be prepared and trained to cover for all other GE managers and leads as needed.
- Duties will vary including working in specific areas such as the giraffe experience, to overseeing seasonal staff on grounds. Must become proficient in all areas of Guest Services.
- Oversee training and support of personnel on Admissions POS system.
- May be required to fill in as necessary for misc. GS positions as needed.
- Assist with cash management responsibilities.
- Work weekends during the summer season and during special events; cover the GS Manager on days off.
- Assist with the setup of Special Events including special event parking and staging.
- Handle Guest comments, complaints and needs.
- Responsible for unloading, carrying and stacking brochures and giraffe cracker supplies
- Monitor cleanliness of all Zoo areas viewed by Guests, including concession areas. Delegate cleaning assignments as necessary or fill in as required.
- Be visible to Guests as well as employees.
- Maintain a safety-conscious department at all times, including safe operation of all rides and GS vehicles.
- Assist with special events and projects as needed throughout the year.
- Assist in Sky Ride training and daily logs.
- Oversee parking lots and traffic flow and facilitate parking staff as needed.
- Assist with required paperwork for Sky Ride and carousel.
- Interact with guests and provide excellent guest services.
- Assist with snow removal as part of snow removal team.
- Perform other duties as assigned.

### **ORGANIZATIONAL EXPECTATIONS:**

- Ensure discretion with confidential information.



## CHEYENNE MOUNTAIN ZOO

### Job Description

- Maintains courteous, helpful and professional behavior on the job. Will support the success of the entire team by promoting a collaborative work environment.
- Adheres to all CM Zoo Policies and Procedures, CM Zoo Safety Policies and Procedures and OSHA safety guidelines.
- Consistently contributes to problem-solving and cooperates with identified resolutions.
- Must demonstrate regular attendance and punctuality.
- Brings issues and process improvement ideas to the attention of the Supervisor.
- Maintains verbal and written skills required for the position.
- Attends meetings and participates in committees as required.
- Completes trainings as required.
- Adheres to Company Dress Code Policy. Always "Zoo Crisp!"
- Demonstrates appropriate level of time management in support of co-workers and the entire team.
- Represent the Zoo in a professional manner.

#### **SUPERVISORY EXPECTATIONS:**

- Provide positive leadership and be prepared to fill in at any role when necessary.
- Must maintain calm and professional demeanor.
- Exercises job-related judgment and knowledge.
- Organizes and prioritizes while working with strict deadlines.
- Responsible for the assisting in the overall supervision of Guest Services Staff, including orientation, counseling, training, scheduling, disciplinary actions (with HR assistance).
- Provides guidance and regular coaching to employees.
- Assigns tasks fairly and appropriate to job responsibilities
- Required to maintain detailed supervisory notes documenting counseling and coaching interactions.
- Must address disciplinary issues in a timely manner applying Company policy.
- Ensures that performance evaluations are conducted thoroughly and in a timely manner.
- Communicates goals and expectations clearly and effectively with direct reports.

**INDEPENDENT ACTION** Must be a self-starter, take initiative, possess a high level of multi-tasking ability under high degree of pressure and be able to work with limited supervision.

**EXTERNAL AND INTERNAL RELATIONSHIPS** Must be a cooperative and collaborative member of the team and able to handle interruptions and requests for information and assistance from employees with an attitude of good customer service. Must work effectively with external vendors.



## CHEYENNE MOUNTAIN ZOO

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**ACCURACY AND EFFECTIVE TIME MANAGEMENT** The need for timeliness for other required activities creates pressure. The ability to prioritize tasks and use time effectively is essential.

**BENEFITS AND COMPENSATION** This Position is a fully benefited position including group medical, dental, vision life, and disability insurance; paid holiday, vacation & sick time; retirement plan, a zoo membership; and eligibility for the bonus program.

**RESPONSIBILITY FOR CONFIDENTIAL INFORMATION** This position handles highly sensitive information. Total confidentiality and discretion are mandatory regarding business information and other sensitive information.

**PHYSICAL DEMANDS AND WORKING CONDITIONS** The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Requirements** - While performing the duties of this job, the employee is frequently required to stand; walk; lift heavy objects; sit; use hands to handle or feel objects, tools, or controls; talk, see, hear and smell. Requires full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use department equipment, to communicate effectively; The employee is occasionally required to reach and stretch with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may be required to endure extremes in temperature and may work in hazardous environments where personal protective equipment is required; requires standing, walking on a steep terrain (Zoo), sitting (possibly for long periods of time) and performing repetitive tasks (including working on the computer) for up to the entire work day; requires the ability to lift/carry up to 50 pounds using appropriate body mechanics, possibly for extended periods of time.

**Visual, Hearing and Communication Requirements** - Requires corrected vision and hearing within normal range, with or without reasonable accommodation. Must be able to communicate effectively in verbal and written form with all levels of personnel within and outside of the organization.

**Environmental Conditions** – Working in a closed office environment. Work space may be shared. Working conditions may be noisy with fluctuating indoor and/or outdoor temperatures. May be exposed to a risk of bodily injury through contact with moving instrumentation, substances and other conditions common to an office environment. Subject to exposure to animals which may have the potential for physical aggression. May be exposed to a risk of bodily injury through contact with moving instrumentation, toxic substances, bodily fluids, animal attack, communicable diseases, outdoor weather conditions and other conditions common in a Zoo environment.

**Pressure Factor** - Requires working under stressful conditions. Moderate pressure to meet scheduled and recurring deadlines.



## CHEYENNE MOUNTAIN ZOO

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Job Type: Full-time

**Pay: \$55,000.00 per year**

Benefits:

- Dental insurance
- Employee discount
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance

Schedule:

- 8 hour shift
- Day shift
- Holidays
- Night shift
- Weekends as needed

Experience:

- Management: 5 years (Required)
- Guest services: 5 years (Required)
- Hotel management: 1 year (Required)
- Hospitality: 5 years (Required)

License/Certification:

- CPR Certification (Required)
- AED Certification (Required)

Work Location: In person