



## CHEYENNE MOUNTAIN ZOO

### Job Description

**Position Title:** Guest Experience Team Member

**Department:** Guest Experience

**Reports to:** Guest Experience Lead

**Supervises:** None

**FLSA Status:** Non-Exempt

**Compensation:** \$15

**POSITION SUMMARY:** This position is responsible for facilitating excellent service to our guests at all times including, but not limited to, base/reception, parking, admissions, carousel, shuttle, giraffe experience, elephant and rhino feedings, and Sky Ride. The Guest Experience Team Member promotes professional working relationships with both internal and external customers. This position is non-supervisory in nature. The Guest Experience Team Member adheres to and supports all organizational policies and procedures and standards, and promotes teamwork!

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

- Candidates age 21 or older preferred
- 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
- Certain positions within the Guest Experience department require a valid driver's license and must be insurable through the Zoo's liability insurance provider
- Efficiency in computer applications such as Word, Excel, internet and email is preferred
- Must have the ability to establish and maintain effective working relationships with co-workers, vendors, Zoo staff
- Must have or demonstrate the ability to acquire superior customer service skills in order to effectively interact with the public
- Ability to multi-task and pay attention to detail in a fast-paced environment
- Take ownership and pride in responsibilities
- Available to work a flexible schedule including weekends and holidays
- Available to work evenings for special events
- Ability to make good decisions and remain calm under pressure
- High energy level
- Must have creative problem solving skills
- Able to work with minimal direct supervision

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

#### **ORGANIZATIONAL EXPECTATIONS:**

Job Description- Guest Experience Team Member Revised 04/2023

- Adheres to all CM Zoo policies and procedures, company dress code policy, and CM Zoo safety policies and procedures
- Must demonstrate regular attendance and punctuality
- Maintains verbal and written skills required for the position
- Attends meetings and trainings, as required
- Ensure discretion with confidential information
- Maintains courteous, helpful, and professional behavior on the job
- Demonstrates appropriate level of time management in support of co-workers and the entire team
- Will support the success of the entire team by promoting a collaborative work environment

**DEPARTMENTAL EXPECTATIONS:**

**Guest Services employees will be cross-trained to work in multiple areas. All Guest Services employees will be responsible for the following departmental expectations regardless of where they are assigned each shift:**

- Responsible for obtaining appropriate bank from the Finance Cashier, following correct procedures for signing out and signing in the bank at the end of shift, and balancing daily
- Must always use proper behavior and conduct when using the radios and/or telephones
- Complete training programs successfully, as required
- Assist with special events and projects, as needed
- Monitor cleanliness of all areas viewed by guests on a daily basis
- May be required to assist in areas with animals such as birds, domestic goats and barn environments which contain hay, etc.

**Admissions:**

- Responsible for selling memberships and admission tickets, including filling out all required forms accordingly
- Responsible for communicating Q4C program to each guest
- Routinely work in the Ticket Check position, responsible for checking hand stamps for entry into the zoo
- Routinely work in the Highway Booth position, responsible for checking in cars who wish to visit The Shrine of the Sun and explaining appropriate rules
- Assist in Parking when needed
- Communicate orally with individuals and groups in face-to-face, one-on-one settings, in group settings, or using a telephone.

**Carousel:**

- Process cash transactions for those guests who wish to ride the carousel
- Clearly explain all carousel safety procedures to guests
- Follow all safety and cleanliness guidelines when operating the ride
- Complete appropriate opening and closing daily check

**Giraffe Experience:**

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- Responsible for processing both cash and credit card lettuce sales
- Responsible for monitoring the safety of both guests and giraffes during the feeding experience
- Maintain proper communication with giraffe keepers and Guest Experience Managers should any guests put themselves or the giraffes in danger
- Maintain a clean and stocked sanitation station for guest use

**Sky Ride Cashier:**

- Responsible for processing sales transactions for Sky Ride and ensuring all guests understand rider rules
- Have a basic understanding of the radar system and know the weather protocols
- Responsible for issuing refunds to guests that decide not to ride the sky ride

**Sky Ride Operator:**

- Responsible for completing the daily checklist and ensuring that all maintenance checks are thoroughly completed
- Responsible for loading and unloading guests safely. This includes slowing, stopping and starting the ride as needed
- Maintain good housekeeping of the lift and dock areas
- Responsible for maintaining constant vigilance at station and never leaving the ride unattended
- Responsible for accurate reporting (verbal and written) for incidents or injuries that occur on or near the Sky Ride
- Responsible for ensuring that the ride is operating at the appropriate speed
- If weather conditions become unsafe, be responsible for evacuating all guests in a safe and timely manner

**Shuttle Driver:**

- Collect payment and provide shuttle service to guests throughout the Zoo
- Assist all special needs guests as needed. Ensure that wheelchairs and occupants are safely secured with the provided straps
- Must follow Tram safety regulations including but not limited to: chocking wheels, maintaining a safe speed, observe posted stop signs, removal of keys if applicable, etc.

**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. 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 full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use department equipment, to communicate effectively; requires standing, walking, 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.

- Visual, Hearing and Communication Requirements - Requires corrected vision and hearing to 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 an outdoor 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 or Zoo environment. Subject to exposure to animals or Guests which may have the potential for physical aggression. Subject to exposure to allergens such as animals, hay, alfalfa, pollen, etc. 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. Subject to unpleasant odors. May be exposed to wet/humid/sunny/icy conditions.