



## **Guest Services Agent** **(Part-Time up to 30 hours per week)**

Guest services agents are the face of the Zoo! They deal with guests entering the Zoo and handle ticket sales, information questions, membership sales, carousel operations, and parking lot assistance.

### **Requirements:**

- Exceptional interpersonal skills to enhance the service standards throughout the operation
- Excellent communication, guest service, and time management skills
- Able to organize, plan ahead, and manage workload
- Team player and a self-starter, able to work independently without constant supervision
- Basic computer skills
- High school diploma or Equivalent

### **Duties and Responsibilities:**

- Greet guests in a friendly and professional manner maintaining the Palm Beach Zoo and Conservation Society's standards
- Engage each guest as a unique individual and listen attentively to all requests
- Responsible for cash bank throughout shift, ensuring it balances correctly at the end of shift
- Anticipate and address guest's service needs/responding to cues and creating personal connections
- Listen to guest's complaints or concerns and resolve issues in a timely manner
- Promote a safe working environment at all times and practice safe working habits, including bending and lifting appropriately to avoid injury, reporting hazards, appropriate use of cleaning chemicals and working to minimize tripping hazards
- Keep work area neat and tidy
- Uniform and personal appearance are kept clean and professional and are in accordance with the Palm Beach Zoo and Conservation Society's standards
- Performs any additional tasks which are assigned by management

The Guest Service Agent is responsible for processing admission, membership sales, group sales, and special ticketed events. Guest Service Agents must have basic computer proficiency and able to operate a POS system, ticket scanner, and communicate via radio. Guest Service Agents must be extremely customer service oriented and able to answer guest inquiries and resolve guest complaints to both guest and leadership expectations. Guest Service Agents are responsible for keeping their areas clean and safe at all times.

**This is a guest facing position and Guest Service Agents are expected to be friendly, knowledgeable, and informative at all times.**

**Experience:** One (1) years customer service

**Physical Requirements:** Must be physically able to remain on feet for extended periods of time and work in all weather conditions. Must be able to lift up to 50 pounds.

**Work Schedule:** Part-Time Mornings /Evenings/Weekends/Holidays

Please submit resumes to: [jobs@palmbeachzoo.org](mailto:jobs@palmbeachzoo.org) or fax to: 561-585-6085

The Palm Beach Zoo is an Equal Opportunity Employer and a Drug Free Workplace.