BINDER PARK ZOO
GUEST RELATIONS COORDINATOR

REPORTS TO: Operations Manager
SEASONAL OR NON-SEASONAL: Seasonal, Non-benefited
FLSA STATUS: Hourly, Non-Exempt

POSITION SUMMARY:
To assist the zoo in accomplishing the mission to be the best zoo in the state and rival any in the nation.

POSITION REQUIREMENTS:
• Prior emergency responder and safety experience preferred.
• CPR and first aid certification required.
• Excellent communication, customer service and leadership skills.
• Must be able to relate positively, respectfully and calmly with diverse groups of people (guests, staff, volunteers and vendors).
• Ability to work independently and to plan, organize and handle multiple tasks as necessary.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:
• Primary In-Charge person.
• Attention to detail and excellence concerning our guests’ daily needs.
• Maintain an in-depth knowledge of the zoo’s current and future entry points.
• Assist with emergency personnel including law enforcement, fire, EMT, etc.
• Assist with training appropriate staff in emergency preparedness, loss prevention, fire extinguishers, safety, etc. as needed.
• Assist with safety drills, as needed.
• Maintain the guest accident report file.
• Become familiar with AZA safety standards.
• Assist other staff in performing maintenance, grounds, and guest services duties.
• Assist with event set-up and take-down, including security during events.
• Must be willing to acquire a thorough knowledge of BPZ policies related to security, emergencies, loss prevention, etc.
• Assist with preparing Emergency, SDS books, and “In Charge” manuals for distribution to staff as directed.
• Basic knowledge of computer functions and programs such as Microsoft Word, Excel, and Outlook preferred.

OTHER DUTIES AND RESPONSIBILITIES:
• Communicating effectively using a hand held radio.
• Complying with all Binder Park Zoo policies and procedures.
• Participating and assisting in team-oriented zoo projects as needed.
• Help to create a safe and friendly environment for guests and staff.

SUPERVISORY RESPONSIBILITIES: N/A

PHYSICAL AND ENVIRONMENTAL DEMANDS:
• Ability to work a flexible schedule including rotating evenings, weekends and holidays.
• Ability to sit, stand, bend, lift and move intermittently.
• Ability to read, speak and write English in order to fulfill job functions in an understandable way.
• Ability to work outdoors in all weather conditions.
• Ability to lift and carry 50 pounds.

APPROVAL:

Supervisor Signature __________________________ Date ________________

STATEMENT OF UNDERSTANDING AND ACCEPTANCE:
I have received a copy of the job description for Guest Relations Coordinator. I have read the requirements as outlined and understand this is not an exhaustive list of duties, but an overview of the general duties and responsibilities of the position.

Employee Signature __________________________ Print Name __________________________ Date ________________

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