



Job Description

Ross Park Zoo
185 Park Ave
Binghamton, NY 13903
(607) 724-5461
rossparkzoo.org

Department: Visitor and Member Services
Position Title: Visitor and Member Services Representative
Reports To: Visitor and Member Services Supervisor
Category: Seasonal, Part-time
Salary: Non-exempt, varies based on experience

Position Summary

The Visitor and Member Services Representative is the primary staff responsible for ensuring all members of the public have a positive experience with the Ross Park Zoo. Serving as the public face for the zoo, Visitor and Member Services Representatives ensure prompt, courteous, and engaging interactions with the public through their interactions with our members and visitors.

The Visitor and Member Services Representative works under the direction of the Visitor and Member Services Supervisor and is responsible for delivering public facing services including but not limited to amusement rides, concessions, gift shop, Member Only events, ticket sales, tram service, and zoo rentals/private parties.

The Visitor and Member Services Representative is a seasonal position typically working 20 – 30 hours per week from April – October. Hours and schedule may vary slightly depending upon the need of the Department. Weekend, holiday, and evening hours will be required to support Department programs and zoo special events.

Essential Duties

- Maintain a positive and upbeat attitude.
- Performs cashiering duties at the Zoo's ticket window, gift shop and/or concession stand.
- Answers and/or transfers incoming calls.
- Greet and direct zoo visitors.
- Responds to customer inquiries regarding the Binghamton Zoo's services and products.
- Collects stroller rentals
- Sells Ross Park Zoo memberships.
- Takes customers concession stand orders; prepares food and drink products.
- Operates cash registers and credit card machines.
- Aids in displaying, straightening, stocking, and/or inventory merchandise.
- Cleans and maintains facilities and/or equipment for area assigned.
- Drives and operates zoo tram safely in accordance with Zoo policy.
- Performs other duties as assigned or required.

- Assist with special events and other tasks as needed.

Required Knowledge, Skills, and Abilities

- Demonstrated customer service and communication skills
- Ability to address all guests in a professional manor.
- Ability to juggle multiple tasks calmly and efficiently in a fast-paced environment.
- Ability to work independently
- Ability to work a flexible schedule that may include weekends and evenings
- Ability to adhere to the policies and procedures in the Visitor Service Manual.
- Individuals driving any zoo vehicles must possess a valid Driver's License and have a driving record which is acceptable to the zoo's insurance carrier.

General Requirements

- Good oral and written communication skills
- Must be willing to work a flexible work schedule that may include weekends and evening hours.
- Must be able to lift 30 pounds, squat, bend, stand for prolonged hours, and move as necessary for the job top include regularly navigating the zoo paths, which includes a loop of just over 1 mile with occasional steep grades.
- Must be able to perform basic mathematics.
- Must have reliable transportation to the zoo.
- Must present a neat and professional appearance.
- Responsible to follow policies and procedures outlined in Southern Tier Zoological Society's employee manual.
- Must submit to and pass a background check.

Applications and resumes should be submitted to:

Rachel Peppard

Visitor and Members Services Manager

rpeppard@rossparkzoo.org

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