

Zoodoo Zoo

Position Description

Job Title: Guest Services Sales Attendant

Work Location: Café/Retail

Division/Department: Guest Experience

Reports to: Guest Sales & Service Supervisor

- Full-time
 Part-time

Organisational Structure:



Position Purpose:

Making sure every guest that comes through the door leaves happy. A Guest Services & Sales Attendant provides help and advice whenever they can. Answering queries and offering information, this focusses on interaction with the guests (as well as with colleagues) in a variety of methods including face-to-face, over the phone and online to maximise sales in the retail, café, experiences, and admissions.

Your daily routine will vary depending on what shift you are working including but not limited to, arranging and stocking shop displays, handling payments and bookings, cleaning, assisting functions and events. You will be expected to keep up to date with all the latest products and promotions to convey this to guests. You may also be required to assist with the running of children's birthday parties.

As a 7-day operation, there is an expectation for weekend work in accordance with Award Amusement, Entertainment & Recreation.

Important Functional Relationship:

External

- All guests and visitors to Zoodoo Zoo

- ❑ Professional colleagues in the wider community
- ❑ Donors and supporters

Internal

- ❑ All Zoo staff
- ❑ Guest Service & Sales Supervisor
- ❑ General Manager Team
- ❑ Volunteers & Casuals

Key Result Area:

The position of Guest Services Attendant encompasses the following functions or Key Result Areas:

- ❑ Sales & Service
- ❑ Teamwork
- ❑ Relationship Management
- ❑ Health, Safety and Sustainability

The requirements in the above Key Result Areas are broadly identified below.

Essential Duties & Responsibilities:

Sales & Service

- ❑ Greet guests on arrival and process all methods of guest inquiries and transactions within our admission, retail, bookings, and catering area.
- ❑ Consistently demonstrate a high level of guest satisfaction.
- ❑ Adopt a vibrant, knowledgeable, and efficient service with thorough product knowledge.
- ❑ Present professionally as well as promoting Zoodoo Zoo's mission at every opportunity.
- ❑ Manage your workload in order to support the function of line leaders & management by performing additional duties as required.
- ❑ You must maintain a confident and friendly manner in order to formally & informally engage guests as you go about your duties.
- ❑ maintaining a clean and well-stocked area, controlling food quality, providing an information relay service between guests and other department colleagues, cash handling integrity, use and maintain equipment and in-house record keeping.
- ❑ The role of children's birthday party host is an extension of the Guest Attendant role.

Teamwork

- ❑ Carry out responsibilities in a manner which promotes the values of the Zoo, working cooperatively and effectively with all Zoo staff.
- ❑ Share ideas and knowledge with the other Zoo staff to develop a co-operative learning environment.
- ❑ Support Guest Service & Sales Supervisor in all relevant tasks.
- ❑ Assist with training new staff, both casual and permanent, and assist with the co-ordination and mentoring of casual staff.
- ❑ You will support others on the guest service team as well as being responsible for providing advice and support to trainees & volunteers.
- ❑ Contribute to creating a positive and motivating environment for the entire Zoo team.

Relationship Management

- ❑ Establish and nurture positive working relationships with all Zoo staff.
- ❑ Treat all Zoo guests and the wider community with respect and courtesy and interact with them in a positive manner.
- ❑ Manage your relationship with the supervisor on a 'no surprises' basis and provide regular reporting as required.

Health, Safety and Sustainability

- ❑ Ensure all health and safety responsibilities are met.
- ❑ Ensure health and safety is discussed regularly at team meetings.
- ❑ Ensuring any hazardous conditions, near misses, injuries and accidents are reported immediately to your manager.
- ❑ Informing the Safety Improvement Team (SIT) about any areas of concern.
- ❑ Meeting employees' responsibilities and contributing to providing a safe working environment for

visitors and fellow staff through following safe working instructions and adhering to all health and safety policies and procedures set down by Zoodoo Zoo.

- Commitment to and delivery of the Zoo's sustainability strategy and initiatives.
- Contribute to a culture committed to health, safety, and sustainability.

Person Specification:

Essential:

- Minimum 2 years employment experience in retail, hospitality and/or guest experience roles.
- Confident & engaging personality to deliver guest interaction as an exceptional experience rather than service provision.
- Maturity, initiative with an aptitude for interacting with guests and representing the business.
- Roster flexibility including short notice, weekdays, weekends, public holidays, and school holidays.
- Enjoy working with people and being part of a team.
- Personable, outgoing, and good with people of all ages
- Demonstrated superior time management skills.
- Confidence and good communication and interpersonal skills
- Demonstrated ability to build and maintain effective working relationships both internally and externally.

Desirable:

- Qualifications in retail, hospitality, or tourism operations.
- A general interest in wildlife and conservation and the work of a modern zoo.
- Ability to work effectively without close supervision.
- Experience with Vend POS systems in retail or café workplace.
- Demonstrated experience in delivery of high-quality customer service.
- Demonstrated ability to build and maintain effective working relationships both internally and externally.
- Demonstrated excellent oral and written communication skills.
- Passion for inspiring conservation action in children.
- Knowledge of Aboriginal and Torres Strait Islander history.
- Demonstrated PC literacy.
- Possession of working with vulnerable people card (or commitment to acquire one pre-employment).
- Hold a current Tasmanian Drivers Licence.

Key Job Competencies

- Creativity.
- Planning & Organising.
- Leadership.
- Decision Making & Problem Solving.
- Relationship Management & Teamwork.
- Ability to work weekends and public holidays.

Print Employee Name:

Employee signature:

Date:

Note: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.