



Job Description

Job Title: Attractions Associate
Reports To: Attractions Manager/Attractions Lead
FLSA Status: Non-exempt

SUMMARY:

The Attractions Associate will work to ensure that guests experience an exemplary visit to the Zoo, reporting to the full time Attractions Manager and Attractions Lead. This position works as part of the Attractions team and provides excellent customer service, and physical support to the Attractions team when necessary. In the absence of the Attractions Manager or Attractions Lead, the Attractions Associate will report to the Zoo Director. Additional guidance is received through established policies and procedures, plus verbal and written communications.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The employee in this position must be able to perform all the essential job duties listed below; however, this list is not intended to all of the specific tasks that an employee in this position may be expected to perform.

- Be an Ambassador for the Central Florida Zoo & Botanical Gardens at all times.
- Be a team player, providing internal and external guests exemplary customer service at all times by leading by example.
- Ability to upsell the Zoo and all its amenities.
- Provide introductory POS training as needed.
- Perform opening and closings responsibilities either solely or in conjunction with the Manager/Supervisor.
- Provide accurate cash handling abilities.
- Maintains safety protocols to keep guest and Zoo staff safe and secure.
- Maintains open communication with Zookeepers in all areas.
- Addresses customer concerns with fairness and professionalism.
- Enforces feeding station rules and regulations to ensure exceptional animal welfare.
- Work effectively with maintenance, horticulture, public area and special events to ensure all entry areas are in good repair and attractive and clean.
- Have a working knowledge of radio procedures to ensure safety protocol for guests and employees.
- Responds to emergency situations, if necessary, documenting incidents in full detail.
- Has knowledge of all coupons and discounts in the marketplace.
- Provide breaks for staff during the daily operations of the Zoo.
- Advises Zoo staff of admission hours or changes thereof.
- Advise Managers of any updates, incidents, and possible inventory needs in a timely manner.
- Develops and maintains relationships with all Zoo employees, guests and vendors.
- Completes all mandatory CFZ assigned training.
- Adheres to all Central Florida Zoo Policies and Procedures.
- Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Minimum 18 years old.
- Must provide a negative drug test result.
- Possess excellent people and communication skills.
- Three years (3) experience in cash handling.
- Strong computer and POS systems knowledge.
- Must be able to work as part of a team yet work independently.
- Must be able to take direction, both verbally and written.
- Ability to multi-task.
- Open availability required.
- Must have the ability to work flexible hours, including weekdays, weekends, holidays, and evenings.

EDUCATION/EXPERIENCE:

This position requires a high school diploma or equivalent. An Associate's Degree or greater in a business operations field is preferred.

LANGUAGE ABILITY:

- Ability to respond to common inquiries, requests, or complaints from guests and/or staff in a kind and courteous manner.
- Must be able to communicate with guests and staff clearly and effectively.
- Must be able to prepare clear and concise reports.
- Multi-lingual is a plus.

REASONING ABILITY:

- Ability to define problems, collect data, establish facts, and draw valid conclusions.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid Florida state driver license.

PHYSICAL DEMANDS:

In compliance with the Americans with Disabilities Act, the following have been identified as physical requirements of the job:

- The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds, stand for long periods of time and drive Zoo vehicles.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to talk or hear.
- The employee is frequently required to use hands and fingers to handle, reach or feel and manipulate objects or controls. The employee is frequently required to sit, walk distances, climb, balance, stoop, bend, kneel and crouch.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

A large percentage of duties are performed outdoors in various weather conditions, ranging from rain, wind, cool to cold weather, and extreme heat and humidity. It is possible the employee will be exposed to dust and

harsh chemicals that if not handled properly may present a health hazard. The noise level in the work environment is usually moderate.

Central Florida Zoo & Botanical Gardens reserves the right to revise or change job duties and responsibilities as the need arises. This job description pertains to an “at will” position with the Central Florida Zoo & Botanical Gardens and in no way constitutes a written or implied contract of employment.

The Central Florida Zoological Society is an equal opportunity employer and makes decisions related to compensation and all terms, conditions or privileges of employment on the basis of merit. Company policy prohibits unlawful discrimination based on race, color, creed, sex (including pregnancy), gender orientation, religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition, genetic characteristic, military status or any other consideration made unlawful by federal, state, or local laws. All such discrimination is unlawful and prohibited by the CFZS.