
POSITION TITLE: Zoo Ambassador
SUPERVISOR'S TITLE: Operations Manager

CREATED: January 18, 2018

POSITION PURPOSE

This position serves as an ambassador of the Virginia Zoo, markets the value and benefits of our membership program, provides outstanding customer service to all Zoo guests and assists with the successful execution of a variety of events at the Zoo.

POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- ▶ With extensive knowledge of the membership program, introduce the membership program to general admission guests and convert them to a suitable type of membership by engaging with each guest.
- ▶ Responsible for following all of the opening and closing procedures for Outdoor Membership Gazebo: following data entry protocol to maintain an accurate database, maintaining necessary paperwork and balancing daily sales. May also work at the Membership desk as needed, which includes additional responsibilities such as answering phone and communicating with other Zoo departments.
- ▶ Assist Events Team in setting up, staffing, and breaking down private and Zoo events. Tasks may include such activities as putting out signs, staffing a gate, escorting vendors, and working in tandem with the Catering Team to make sure events run smoothly.
- ▶ Candidate must be able to interact with members, clients and guests in a customer service oriented manner by answering questions and addressing problems; maintain flexibility to attend to any needs arising throughout the day.
- ▶ Assist with other Membership, Events, and Marketing department activities as needed, including representing the Zoo at offsite events.

EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

- Must be confident, energetic and self-motivated with an outgoing personality
- Good problem-solving, communication, and organizational skills
- Professional appearance and manner
- Ability to work in a team environment and coordinate with other staff or work alone for extended periods of time
- Ability to perform physical work outdoors in all weather conditions, lifting up to 25 pounds
- Able to work flexible schedule including weekends, evenings and holidays
- Desire to work in hospitality and tourism industry and prior experience in sales or retail environment a plus

WAGE: Starting at \$8.00 per hour based on experience.

To apply please email your resume, cover letter and 3 references OR the complete application found on <http://virginiazoo.org/about/zoo-jobs/> to lori.lampert@norfolk.gov.