

POSITION DESCRIPTION

POSITION TITLE: Membership Recruitment Representative
SUPERVISOR'S TITLE: Operations Manager

UPDATED: February 2017

POSITION PURPOSE

This position serves as an ambassador of the Virginia Zoo, markets the value and benefits of our membership program and provides outstanding customer service to current and prospective members and Zoo guests.

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
- ▶▶ Communicate daily information, answer questions and address problems for members and all guests. Welcome arriving visitors and thank departing guests
- ▶▶ Follows data entry protocol to maintain an accurate database
- ▶▶ Retain and communicate daily information to all guests while engaging and creating an exceptional guest experience
- ▶▶ Encourage sales of Zoo Special Event tickets, ZooBricks, Zoodoptions, and donations
- ▶▶ Responsible for following all of the opening and closing procedures for Outdoor Membership Gazebo. Includes maintaining necessary paperwork and balancing daily sales
- ▶▶ Assist with Development and Communications department activities as needed, including Zoo Special 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
- Prior experience in sales or retail environment a plus

WAGE:

Starting at \$8.00 per hour. Averages 20 hours/week with events.

Please email a cover letter, resume and references to Sandra Simmons: Sandra.simmons@norfolk.gov