

## POSITION DESCRIPTION

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**POSITION TITLE:** Membership Services Representative  
**SUPERVISOR'S TITLE:** Operations Manager

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**UPDATED:** September 2018

### **POSITION PURPOSE**

Provide excellent customer service and sell and process incoming memberships, donation, Zoodoptions, and ZooBrick orders at the Membership Desk for Zoo members and visitors. Assist the department as needed.

### **POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- ▶▶ Provide excellent customer service and input basic member information into a point of sale system and create sales transactions for new and renewals of memberships, gift certificates and other sales items, such as Zoodoptions, etc.
- ▶▶ Process payments and maintain daily sales log and cash drawer, ensuring accuracy and organization of all daily paperwork.
- ▶▶ Maintain accuracy of membership database.
- ▶▶ Develop extensive knowledge of the Zoo's sales items, including but not limited to, memberships, Zoodoption programs, special tours, event tickets, etc.
- ▶▶ Provide guests with exceptional customer service at all times. Position is first contact for all guest services, including, first aid, lost and found, etc.
- ▶▶ Answer incoming calls and provide accurate information as requested or direct calls appropriately.
- ▶▶ Must work in a professional and friendly manner with Zoo staff, volunteers and visitors.
- ▶▶ Other duties as assigned. Position may also assist with Zoo special events.

### **EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES**

- ▶▶ High School diploma required.
- ▶▶ Excellent customer service, communication and organizational skills required.
- ▶▶ Proficient use of Microsoft Office programs required.
- ▶▶ CounterPoint or other point of sale system experience preferred.
- ▶▶ Must be able to work a varied schedule to include extensive weekends and evenings
- ▶▶ 20-30 hours/week

**TO APPLY:** Email your resume, cover letter and 3 references to [lori.lampert@norfolk.gov](mailto:lori.lampert@norfolk.gov) or fax to (757) 441-5408.