



## **GUEST EXPERIENCE ASSISTANT MANAGER**

*Full Time non-exempt hourly position*

### **Basic Purpose and Responsibility:**

Under the supervision of the Guest Experience Manager, the Guest Experience Assistant Manager is responsible for assisting in the day-to-day operations of the Admissions and Satellite areas; and supervision of the Guest Services team.

### **Essential Functions:**

- Primary accountability for specific functions and results. The list of essential functions is not exhaustive and may be supplemented or changed as necessary.
- Supervises work activities of seasonal and regular Guest Experience team members to ensure completion of work assignments and maintenance of quality guest services.
- Reviews and edits timecards for bi-weekly payroll.
- Along with the Guest Experience Manager, observes and evaluates workers and work procedures to ensure quality standards and service, and completes disciplinary write-ups.
- Assists in the interviewing and hiring of all Guest Experience team members.
- Assists the Guest Experience Manager in the development and ongoing updates of Standard Operating Procedures, Safety Training Plans and the Team Member Performance Audit program.
- Assists the Guest Experience Manager in the implementation of all Guest Experience related training programs.
- Assists the Guest Experience Manager in ensuring that all third party onsite vendors keep the mission, vision and values of the Zoo in mind during all operations.
- Oversees Satellite locations including supervising, training, and improving guest interaction.
- Assists in the sourcing, selection and implementation of additional experiential attractions at the Zoo that fit the mission, vision and values.
- Maintains cash management activities including setting up and reconciliation of cash drawers, overseeing cash control activities, preparation of bank deposits and change orders, approves refunds and voids, as well as analysis of daily cash reports.
- Projects a high level of guest service and aids in the resolution of guest service issues when necessary.
- Maintains cleanliness of work area and reports unsafe conditions immediately.
- Serves as a role model in providing exemplary guest service and concern resolution.
- Provides a motivating environment for associates to perform and develop to their best potential.
- Assists with the sales and processing of group visits to the Zoo including presale, school group and consignment tickets.
- Performs other duties as assigned by management.

### **Position Qualifications:**

You have a passion for leading a team who shares your desire to provide exceptional experiences for all Buffalo Zoo guests. The desired candidate has excellent listening, written and verbal communication skills. You must enjoy working with people and possess a friendly and outgoing personality.

To perform at a proficient level and be fully qualified, a person would be expected to have:

### ***Education (Minimum Needed):***

- High school diploma.

*Experience (Minimum Needed):*

- Three years in a supervisory customer service role, preferably in high volume fast paced hospitality or service industry environment.
- Three to five years of cash management experience.
- Two to three years in a Safety Critical management role.
- Experience in developing and implementing Safety and Guest Service training plans.

*Special Skills:*

- Demonstrated ability to supervise, motivate and carry forward an atmosphere that promotes a positive team environment and the highest quality guest experience.
- Ability to establish and maintain effective working relationships with supervisors, co-workers, volunteers, and the public.
- Enjoy working with the public and diverse populations.
- Ability to prioritize daily work and demonstrate time management skills with an aim toward continuous improvement and results.
- Be interested in and enthusiastic about the mission, vision and progress of the Buffalo Zoo.
- Possess strong communications and interpersonal skills with an ability to offer positive and constructive feedback to team members.
- Quick adaptation and problem solving skills, with the ability to exercise good judgment and a professional and poised attitude in changing and sometimes stressful environments.
- Strong attention to detail.
- Strong cash handling skills.
- Reliable and punctual attendance habits.
- Working knowledge of Microsoft Office software.

*Other:*

- Ability to work weekends and holidays.
- Must possess or be able to obtain within 30-days of employment a valid New York State driver's license and have an average or better driving record based on the evaluation process of our insurance company. Retention of position is contingent upon maintaining required license. Must upgrade to classification appropriate to requirements (non-CDLC or CDL class).
- While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. Use computer hardware and software for extended periods of time (repetitive motion). Sitting for long periods of time. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

This is a full-time, non-exempt hourly position. Salary commensurate with experience. Benefits available include health plan, life insurance, dental, vision, 403B retirement plan, annual leave time, holiday time, and sick time benefits. Benefits are available after the successful completion of an introductory probation period of 60 days of work.

The Buffalo Zoo is an At Will employer and all Buffalo Zoo employees are subject to employment eligibility and background security checks as well as testing for illegal substance use as allowed by law.

Please submit resume and cover letter (no phone calls please) by August 27, 2019 to:  
[buffalozoojobs@buffalozoo.org](mailto:buffalozoojobs@buffalozoo.org)

**EQUAL OPPORTUNITY EMPLOYER**