

The Jackson Zoological Park Front Line Sales Job Description

Job Title: Frontline Attendant

Department: Guest Services

Employment Status: Part Time, Seasonal, Non-exempt

General Statement:

This position has a strong focus in Customer Service, greeting and engaging guests and members both before and after their visit to the park. Front line is also responsible for sales and marketing of merchandise and souvenirs both at the Gift Shop and around the park as needed.

Essential Duties:

Merchandise Attendants (1 year minimum commitment)

1. Operating a Point of Sales Register
2. Efficiently and accurately handle money
3. Cleaning
4. Stocking and pricing merchandise
5. Setting up displays
6. Taking physical inventories
7. Assisting guests with purchases

Must quickly and efficiently accommodate the guests' merchandise needs, remaining accurate and accountable for all transactions on a Point of Sales system. Position requires flexible hours, with holiday, weekend, and occasional evening work as needed.

Qualifications:

1. Ability to provide quality customer service customers in person and over the phone
2. Must be at least 18 years of age
3. Ability and desire to present a well-groomed appearance
4. Excellent communication and people skills required
5. Ability to lift between 15 and 40 pounds
6. Ability to stand for long periods, stoop and bend as needed
7. Some experience interacting with the public desirable

This is by no means an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (e.g. emergencies, changes in personnel, workload, rush jobs, or technological developments.)