

Visitor Services Seasonal Primary

Jobs include: Admissions, Concessions, Gift Shop, Rides, Habitat Helper

Share our passions for animals with us! With your help, we can strive to be the BEST little Zoo in Michigan. As a champion for animals and children, we create extraordinary experiences for all. The Saginaw Children's Zoo seeks individuals who wish to provide our visitors and the community with engaging encounters.

Be a part of something BIG! As one of the zoos and aquariums accredited by the AZA, we offer programs and experiences unmatched by many while creating a family-friendly atmosphere in the heart of the Great Lakes Bay Region.

Objective:

Provide exceptional customer service and aid the Saginaw Children's Zoo to be a champion for animals and children by creating extraordinary experiences for all.

Responsibilities:

1. Facilitates a safe, fun, educational, and inclusive environment for visitors.
2. Engages public as part of daily routine.
3. Hands on daily operations focused on specific areas, to which minimal supervision is necessary for them to complete their expected tasks. Areas of focus possible: Admissions, Zoo Store, Concessions, Rides, and Habitats.
 - a. Understands area SOPs, SCZ policies, mission statement, and be able to answer basic AZA related questions regarding AZA, SSPs, and Animal Welfare.
 - b. Assists management in monitoring volunteer work and care for Zoo Property.
 - c. Understands the SCZ problem-solving policy/chain of command and assist VS Seasonals with understanding and navigating this process. Provides employee updates and work status to management.
 - d. Oversees daily operations of designated area.
4. Assists management with the training of seasonal employees in specified areas.
5. Assists management with training VS Seasonal employees on rules and responsibilities regarding volunteers.
6. Accurately handle cash, check, and credit card transactions.
7. Point of sale for admission, memberships, donations, event tickets, rental equipment, and store merchandise.
8. Assists management in accomplishing daily tasks and coordination as needed for special events.
 - a. Works indicated areas and assists in crowd control, in zoo and parking lot
 - b. Understands SCZ rules for guests and employees and feel comfortable politely enforcing and expressing them.
9. The ability to be trained and work in multiple areas of the Zoo as appropriate and necessary.
10. Other projects as assigned.

Qualifications:

- Aged 16 years or older with a valid photo ID; Aged 18 years or older to be qualified to operate rides.
- Good interpersonal skills.
- Basic knowledge of computers preferred.
- Ability to stand for prolonged periods of time and work in all weather conditions.
- Previous knowledge of food service and/or sales favorable.
- Previous money handling experience preferred.
- Previous customer service experience favorable.

Scheduling:

- Available to work anytime Sunday through Saturday throughout the 2023 season with occasional evening hours. The 2023 season spans April through October.
- Flexible scheduling available.
- May be scheduled between 15-39 hours per week based on availability.
- Position duration < 7 months.

How to Apply:

Please upload a copy of your resume.

Or:

Visit our website, www.saginawzoo.com. In the "Career" section, click on "Apply Now" to fill out an application.

Questions or need a hard copy application? Email apply@saginawzoo.com