



Job Description

Binghamton Zoo at Ross Park
185 Park Ave
Binghamton, NY 13903
(607) 724-5461 (phone)
(607) 724-545433 (fax)
rossparkzoo.com

VISITOR SERVICES REPRESENTATIVE

The Visitor Services Representative helps guests have the best possible experience at the Binghamton Zoo at Ross Park. Areas of focus include the gift shop, ticket booth, rides, and concession stand.

Specific Responsibilities

- Maintain a positive and upbeat attitude.
- Performs cashiering duties at the Zoo's ticket window, gift shop and/or concession stand.
- Answers and/or transfers incoming calls.
- Greet and direct zoo visitors.
- Responds to customer inquiries regarding the Binghamton Zoo's services and products.
- Collects stroller rentals
- Sells Binghamton Zoo memberships.
- Takes customers concession stand orders; prepares food and drink products.
- Operates cash registers and credit card machines.
- Aids in displaying, straightening, stocking, and/or inventory merchandise.
- Cleans and maintains facilities and/or equipment for area assigned.
- Drives and operates zoo tram safely in accordance with Zoo policy.
- Aids in other areas of the Zoo as required.
- Performs other duties as assigned or required.

Required Knowledge, Skills, and Abilities

- Demonstrated customer service and communication skills
- Ability to address all guests in a professional manor.
- Ability to juggle multiple tasks calmly and efficiently in a fast-paced environment.
- Ability to work independently
- Ability to work a flexible schedule that may include weekends and evenings
- Ability to adhere to the policies and procedures in the Visitor Service Manual.

General Requirements

- Must be able to read and write and have good command of the English language.
- Good oral and written communication.

- Flexible availability that will include weekends and possibly some evenings
- Physical capabilities – lifts 30 pounds, squat, bend and move as necessary for the job.
- Must be able to perform basic mathematics.
- Must possess valid New York Driver’s License.
- Must possess professional phone skills and work well with the public.
- Must present a neat and professional appearance.
- Responsible to follow policies and procedures outlined in Southern Tier Zoological Society’s employee manual.

Resumes should be submitted to Binghamton Zoo at Ross Park, 185 Park Ave, Binghamton, NY 13903 or office@rossparkzoo.com. Please call (607) 724-5461 ext. 222 for any questions about the position.