



## Visitors Services Manager

The Fresno Chaffee Zoo inspires wonder of our natural world, provides an engaging learning environment, and creates a passion for conservation. Serving the central San Joaquin Valley, the zoo is committed to sustaining professional active participation in wildlife conservation, research and wildlife education.

With the completion of our African Adventure and expansion consisting of mixed ungulate and African Elephant exhibits as well as a number of other engaging guest experiences, this is an excellent opportunity to become a member of the dynamic team at the Fresno Chaffee Zoo. There is one full-time, regular, benefited position to be filled at this time. Compensation is based on experience.

### Summary

Under the direction of the Zoo Operations Officer this position is responsible for customer service and accounting clerical duties that include responding to and resolving difficult customer service problems, and management of data on computer terminals. This position is responsible for the daily operations of the ticket booth and entrance to special exhibits and will provide supervision to assigned staff.

### Essential Duties and Responsibilities

- Quickly responds to and resolves customer questions and complaints.
- Effectively manages Visitor Services staff.
- Properly trains Visitor Service staff.
- Responsible for the operational procedures related to Visitor Services.
- Perform daily deposits and maintains proper cash control within the department.
- Maintain admission system database and reports.
- Performs other duties as assigned by the CEO.
- Supports a cohesive, high quality team focused on excellent guest service; manages performance of staff through feedback, coaching and development assignments.
- Demonstrates good judgment.
- Analyzes and controls expenditures of department to conform to budgetary requirements.
- Demonstrates flexible and efficient time management and ability to prioritize work load.
- Supports the ticketing process for the event department in order to maintain smooth functioning Events.
- Fosters teamwork and serves as a role model.
- Adheres to zoo policy and procedures, acts as a role model within and outside the company.

### Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Successfully demonstrated leadership and management skills.
- Capacity to achieve superior results working both independently and as a member of a team.
- Excellent interpersonal, written and verbal communication skills.
- Good organizational skills with the ability to balance and prioritize multiple tasks and requests, and meet deadlines in a professional manner.

- Availability to work or be on-call 24 hours a day, including weekends, evenings, and holidays.
- Commitment to the mission of the zoo and the institution's Core Values.
- Demonstrates in-depth knowledge of marketing techniques and financial principles.

#### Education/Experience:

Bachelors Degree in Public Relations, Management or Business preferred with a minimum of two years related experience with progressive managerial responsibilities.

Ability to meet people with ease; ability to write and edit effectively; ability to communicate the written and spoken work with tact, diplomacy, and/or authority when necessary; good organizational skills, well disciplined, able to meet deadlines, self starter, able to work under pressure of many priorities and deadlines; ability to work well effectively with volunteers; knowledge of marketing strategies and techniques; knowledge of long-range planning process; good managerial skills. Must have highly developed interpersonal skills.

#### Licenses, Certificates, Skills

- Possession of a valid California Driver's License is required at the time of appointment.
- Solid computer skills, including proficiency working with databases and Microsoft Office Suite, particularly Word, Excel, Outlook and Power Point required.

#### Physical Requirements and Work Environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to fingers, touch or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

#### Application

If you are interested in bringing your talents and ambition to the Fresno Chaffee Zoo team please send a cover letter and resume to:

[careers@fresnochaffeezoo.org](mailto:careers@fresnochaffeezoo.org) or mail to:  
Fresno Chaffee Zoo Corporation, 894 W Belmont Ave. Fresno, CA 93728.

Applicants can visit [www.fresnochaffeezoo.org](http://www.fresnochaffeezoo.org) to apply online.  
Fresno Chaffee Zoo is an Affirmative Action/Equal Opportunity Employer

Applications will be accepted through January 10, 2016