

**PUEBLO ZOO/PUEBLO ZOOLOGICAL SOCIETY
GUEST SERVICES CREW MEMBER/GUEST SERVICES TEAM LEAD**

***Pueblo Zoo Mission:** To empower people to engage in conservation of animals and their natural habitat. Empower. Engage. Conserve.*

***Pueblo Zoo Vision:** To be the trusted leader in our community raising awareness of the value of biodiversity and promoting conservation.*

***Pueblo Zoo Core Values:** Animal Welfare, Conservation, Teamwork, Education, Collaboration, Community*

Status: Seasonal, Part-time, Hourly, Non-exempt

Regular Schedule: 4-8 hours per week Spring Break – Memorial Day, 12 hours per week June – July, 12-20 hours per week Aug – December, Little to no hours October through November (Average schedule based on availability, schedule and/or number of hours available may change based on Zoo needs)

Reports to: Director of Guest Services

Compensation: \$15.16/hour crew member \$15.85/hour team lead

ORGANIZATION OVERVIEW:

The Pueblo Zoo is a vibrant, collaborative, and flexible workplace. The Pueblo Zoo is accredited by the Association of Zoos and Aquariums and is home to over 200 animals representing more than 125 species. Driven by our mission to empower people to engage in conservation of animals and their natural habitat, we serve 100,000 annual visitors, provide educational outreach to tens of thousands of students, and directly support global species conservation. At its core, Pueblo Zoo values animal welfare, teamwork, education, collaboration and community. The Zoo is located in Southern Colorado and provides a great living experience in a big, small town that offers endless outdoor and cultural opportunities without the hassle of congested big city problems.

GENERAL DESCRIPTION

Provides excellent customer service in guest services areas including, but not limited to, gift shop, café, train rides, bar, birthday parties, and outdoor kiosks. Crew members will be assigned to guest services areas based on zoo needs and may be reassigned at any time due to Zoo staffing needs.

DUTIES AND RESPONSIBILITIES:

General Duties (True for All Guest Services Areas):

- Delivers excellent customer service to guests, answering questions & helping to the best of their abilities
- Operates point of sales register
- Cash handling and reconciliations with daily reports at closing.
- Alerts Director of Guest Services and/or Guest Services Manager of low inventory and/or security issues
- Participates in sales incentive programs and monthly team meetings
- Other duties as assigned.

Café Duties

- Opens and closes Cafe per posted instructions
- Maintains cleanliness of Cafe per posted instructions
- Prepares food according to health department guidelines
- Lists needed foods and supplies

Train Duties

- Operates the train in a safe manner on the designated route
- Maintains cleanliness of the train
- Completes daily maintenance of the train
- Reports any mechanical issues to Director of Guest Services and/or Guest Services Manager immediately
- Ensures train is plugged in and in good repair at end of shift
- Since this job entails operating a vehicle on zoo grounds must be aware of your surroundings at all times

Gift Shop Duties

- Maintains organization of storage areas
- Assists with stocking and inventory maintenance
- Organizes and cleans the gift shop on a daily basis

Bar Duties

- Opens and closes Bar per posted instructions
- Maintains cleanliness of Bar per posted instructions
- Serves drinks and food according to health department guidelines
- Serves alcoholic beverages in accordance with Colorado Law and Zoo policy
- Restocks merchandise
- Lists needed alcohol, food, and supplies
- Maintains written incident report log
- Alerts security issues to Director of Guest Services and/or Guest Services Manager

Birthday Party Host Duties

- Sets up and tears down birthday parties according to guests' selected theme and add-ons
- Ensures front gate has the supplies necessary for accurate guest count
- Ensures party guests have everything they need
- Leads any activities purchased (i.e. stuff a plush experience, farm feeding, etc.)
- Ensuring party guests are following all policies set forth by the Zoo
- May work in the gift shop when not actively attending to party needs

Team Lead Duties:

- All of the duties expected of crew members that are listed above

- Alerting Director of Guest Services and/or Guest Services Manager to any issues occurring in any area
- Helping Director of Guest Services to ensure that all guest services areas are operating smoothly and efficiently according to zoo policies
- Will be scheduled in the gift shop on Fridays and Saturdays. During this time, will be expected to step away and lead History Tour Behind the Scenes experiences as needed (scheduled at 10:00 AM and 2:00 PM each day)
- Expected to help cover in guest services areas when call offs occur

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to provide excellent customer service, read and follow instructions, operate point of sales cloud-based iPad, make accurate change, communicate information, and exercise good judgment.

ENVIRONMENT AND PHYSICAL REQUIREMENTS

This position requires that incumbent can hold, lift, carry, or push items as necessary, up to 40 pounds. May require long periods of standing, hauling materials over uneven and wet surfaces, frequent bending, stooping, stretching, reaching, and lifting items. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description is intended as a guide to the general job responsibilities and is not inclusive of every duty the employee is expected to perform.

MINIMUM QUALIFICATIONS

Preferred: Experience working in the food service or retail industries as well as cash handling and reconciliation skills. Minimum age is split; a portion of the open positions will have a minimum age requirement of 16 and the other portion will have a minimum age requirement of 21 (to ensure there are enough staff to work the bar). Team lead positions will have a minimum age requirement of 21 in order to fill in every position as needed.

Last Updated Feb 2026