

Role Description

This is a key role where you will be the first point of contact and assistance for our guests, whether at the admissions gate or on the telephone.

Hours: Variable hours, must be willing to work weekends when required

Key tasks:

Zoo Administrator

- Be the first point of contact for guests.
- Handle all telephone and email enquiries in a timely and polite manner.
- Provide effective and timely administrative support across the organisation.
- Responsible for the administration of experiences, birthday parties, memberships and animal adoption packages.
- Update the charity's customer relationship management system.
- Handle all enquiries for raffle prizes and/or donations.
- Co-ordinate bookings of mobility scooters and wheelchairs.
- Provide administrative and technical support to department heads where appropriate.
- Provide support to management when an "Emergency Code" is called.

Admission Attendant

- Be the first point of contact for guests arriving at the zoo and provide a friendly service.
- Take admission payment using the till system or log their pre-booked ticket or membership.
- Promote Gift Aid to any paying guest and provide them with other appropriate information.
- Answer any guest questions or refer them to a colleague when needed.
- Use radio communication to announce the arrivals of experiences, deliveries and client meetings to the appropriate department/staff member.
- Keep the entrance way clean and tidy.
- Undertake any other tasks that may be required from time-to-time as may be consistent with the nature and scope of the post.

Our ideal candidate will:

- Have outstanding customer service and communication skills.
- Have excellent organisational skills.
- Be able to multi-task.
- Be IT literate in the use of Microsoft Office and other software.
- Have an eye for detail to accurately record information.