



JOB DESCRIPTION

Job Title:	Gift Shop Sales
Department/Location:	Visitor Services
Reports to:	
Fair Labor Standards Act Status (FLSA):	Non-Exempt, Hourly
Employment Status:	Seasonal
Revision Date:	February 19, 2014

JOB SUMMARY

The Gift Shop Sales employee works as a cashier at any gift stand Zoo wide and is responsible for cash transactions. This position performs any stocking, labeling or customer service tasks as needed. This position will work at various Zoo locations/venues. This position requires flexibility of work hours, including weekends.

PRIMARY FUNCTIONS AND RESPONSIBILITIES

- Operate cash register and handle cash transactions.
- Provide excellent customer service.
- Perform stocking, labeling or customer service tasks as needed.
- Other duties as required.

SECONDARY FUNCTIONS

- Promote Zoo initiatives and act as a knowledgeable resource for guests.

JOB QUALIFICATIONS

Position Supervises: N/A

Required Knowledge and Competencies:

- Must be positive and friendly.
- Excellent customer service skills.
- Strong math skills.
- Flexible to hour changes and open to doing various tasks.

Education and Experience: N/A

Certification/Licensing: N/A

WORKING CONDITIONS

- Able to stand for extended amounts of time.
- Exposure to weather extremes, including cold and/or hot temperature variances.
- Able to lift and carry 30lbs +.



PHYSICAL REQUIREMENTS

	NOT REQUIRED	OCCASIONALLY (33%)	FREQUENTLY (66%)	CONTINUOUSLY (100%)
Standing				X
Walking				X
Sitting		X		
Lifting				X
Carrying				X
Pushing			X	
Pulling			X	
Climbing				X
Balancing			X	
Stooping			X	
Kneeling			X	X
Crawling				X
Reaching				X
Handling				X
Speaking				X
Hearing				X
Seeing				X
Color Vision				X
Depth Perception				X

APPLICATION INSTRUCTIONS

Please submit application, cover letter, and resume to Brent Walter, Director of Operations at Friends of Henry Vilas Zoo: brent@vilaszoo.org.