



JOB DESCRIPTION

Job Title:	Train & Carousel Staff
Department/Location:	Visitor Service
Reports to:	Train & Carousel Supervisors / Gift Shop Manager
Fair Labor Standards Act Status (FLSA):	Non-Exempt, Hourly
Employment Status:	Part Time
Revision Date:	January 11, 2017

JOB SUMMARY:

Train & Carousel volunteers work as part of a team, directed by the Train & Carousel Supervisor on duty, to ensure safe Zoo Train & Carousel ride operations, a positive and consistent guest experience, and positive experience for other volunteers.

PRIMARY FUNCTIONS AND RESPONSIBILITIES

- Happily greet & welcome Zoo guests
- Always be pleasant to guests; smiles go a long way!
- Know the rules of the rides forward and backward; maintaining a focus on safety.
- Assist with ride set up, cleanup and maintenance before am shift or following afternoon shift
- Communicate with Supervisor on duty as needed in emergency, in case of maintenance needs, etc.
- Maintain focus on Henry Vilas Zoo customer service standards
- Be available to fulfill all roles in operating rides:

Train Engineer

- Drive Train
- Assist in Loading of Passengers
- Communicate Required Safety Messages

Train Conductor

- Greet Waiting Guests
- Take Tokens
- Help Load Train

Carousel Operator

- Operate Carousel
- Remain Within Reach of Emergency Shut-off Button During Ride Operation
- Take Tokens



- Greet Guests at Entrance and Exit of Ride

Cashier

- Sell tokens, 6-ride passes, and all-day carousel ride wristbands
- As time allows, share details about Friends of the Zoo membership

SECONDARY FUNCTIONS

- Assist Train & Carousel Supervisor, Duty Manager or other zoo staff if needed.

JOB QUALIFICATIONS

- Excellent interpersonal skills. Ability to work with a wide range of staff and guests.
- Focus on safety for guests, volunteers and staff

Position Supervises:

- N/A

Required Knowledge and Competencies:

- Must be 18+
- Excellent communication skills and ability to work productively alongside a wide variety of people

Education and Experience:

- Cash handling

WORKING CONDITIONS

- Train & Carousel staff will have to be outside for some of the day. It is essential that the employee prepares for all weather conditions and dresses appropriately.
- Able to lift and carry 30lbs +.
- Able to stand for extended amounts of time.

PHYSICAL REQUIREMENTS (Only include if conditions are directly related to job duties. If job does not have physical requirements that directly relate, select “not required.”)

	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		
Crawling	X			
Reaching			X	
Handling			X	
Speaking				X
Hearing				X
Seeing				X
Color Vision	X			
Depth Perception				X

To apply: Send resume and cover letter to the attention of Brandan Johnson, Gift Shop Manager at brandan@vilaszoo.org