

Job Description

Position Customer Service Representative

Department Customer Service

Reports to Customer Service Manager

Job Summary

The Greater Vancouver Zoo is looking to hire a Customer Service Representative (CSR). We are looking for a dynamic individual who can work both individually and, on a team to provide our guests with an exceptional experience at our admissions and in the gift shop. The ideal candidate would have a positive attitude, excellent customer service and interpersonal skills and also be eager to put your passion for wildlife to work!

Core Duties and Responsibilities

- Process and verify online tickets, memberships and gift certificates
- Resolve complaints and concerns from the zoo's guests
- Provide guests with memberships (as needed)
- Manage transactions with customers using a POS (point of sales terminal)
- Issue receipts, refunds, change and/or tickets
- Process membership-renewals, change of addresses, names, etc.
- Troubleshoot and re-issue lost membership cards
- Redeem stamps and coupons
- Welcome customers, answer their questions, help them locate enclosures, and provide advice or recommendations.
- Thank guests for visiting the zoo as they leave
- Relay information to guests regarding memberships, tours, donations, closed enclosures. etc.
- Answer the customer information phone line and respond to routine inquiries
- Assists with special events (as needed)
- Maintain a clean and tidy checkout area
- Complete light physical work (as needed)
- Understands, accepts, and follows Greater Vancouver Zoo Policies and Procedures including Emergency Procedures.
- Other duties as directed

Candidate Qualifications

- Required Qualifications
 - High-school education

- Able to multi-task and work in a fast-paced environment
- Strong interpersonal skills and active listening
- Customer-oriented and mindful of guest experiences
- Basic computer skills

- Preferred Qualifications
 - Prior experience as a cashier
 - Previous experience in customer service
 - Past experience at the Greater Vancouver Zoo

**Please email your resume to
hr@gvzoo.com**