



**Position:** **Zoo Greeter**

**Department:** Visitor Services, Volunteer Services

**Staff Liaison:** Stacey Luhring, Sr. Education Specialist - Volunteer Services  
Visitor Services Supervisors

**Position Summary:** Zoo greeter welcomes guests to PDZA and assists them in giving directions, in using the ticket turnstiles, and answering questions. Zoo Greeters talk with guests of all ages. Greeters assist during Zoolights, annual events, and during large attendance days.

**Responsibilities:**

- Greet and assist guests with entering the grounds through the ticket turnstiles
- Provide information about zoo schedules, amenities, and daily guest experiences
- Provide excellent customer service to guests
- Answer or direct general zoo questions to appropriate resources (i.e. Front Gate, Membership, comment cards, Gift Shop)

**Qualifications:**

- Minimum of 18 years of age
- Able and willing to interact with the public in a positive manner
- Ability to take verbal and written direction well
- Ability to work independently
- Exhibit strong customer service and communication skills
- Willingness to work various shift times based on anticipated attendance needs

**Training:**

- Zoo orientation
- On the job training

**Time Commitment:**

- Minimum one 2-hour shift per week
- Shift times: 9:30a – 11:30a, 11:30a – 2p, or 2p – 4p
- Position time frame between Memorial Day and Labor Day