



JOB POSTING

Position: Lead Birthday Party Host
Organization: Seneca Park Zoo Society
Date Posted: September 13, 2017
Applications Due: October 5, 2017

Department: Education
Direct Supervisor: Family Programs Coordinator
FLSA Status: Non-Exempt
Full-time/Part-time: PT flexible as needed - Weekends and up to 4 hours on Weekdays

General Summary

The Lead Birthday Party Host facilitates positive guest experiences at birthday parties at the Zoo. The lead host fills in as a birthday party host serving food, and sharing information about the Zoo to groups of up to thirty people while maintaining and creating a safe, fun and engaging atmosphere. Customer satisfaction during each party and addressing any customer concerns is key to being a successful host. The lead host additionally is responsible for maintaining materials inventory and supply orders, as well as preparing Zoo Birthday Party Staff and preparing party activities and materials.

Responsibilities

- Maintain a positive demeanor while interacting with guests of all ages.
- Work together on a team, communicate clearly and complete written reflections.
- Be punctual, reliable and professional.
- Be available to help other hosts with questions or customer complaints.
- Maintain customer satisfaction, problem solving when necessary.
- Maintain materials inventory and supply orders.
- Prepare Zoo Birthday Party staff and party materials.
- Fill in as a birthday party host as necessary.

Qualifications

- Passion for the mission of Seneca Park Zoo.
- Experience with early childhood education, party or event hosting, or equivalent experience.
- Excellent customer service skills and problem solving skills.
- Excellent organizational and time management skills. Team player.

- Very comfortable communicating with and facilitating activities with adults and their children.
- Comfortable with calculating and collecting payments.
- Interest in animals and the environment, as well as animal handling (Training provided).
- The employee is regularly required to lift or move up to 25 pounds.

Application Instructions

All interested applicants must submit a current resume and a cover letter describing their qualifications as they relate to the duties of the position.

Electronic copies are encouraged and may be submitted to:

education@senecazoo.org with Lead Birthday Party Host in the subject line or by hard copy to Lead Birthday Party Host Search, Seneca Park Zoo Society, 2222 St. Paul Street, Rochester, NY 14621. All applications must be received by 5 p.m. on 10/5/2017.

The Seneca Park Zoo Society is an Equal Opportunity Employer