

Job description

Seasonal Guest Experience Associate-Ticket Gate/Snack Shack/Adventure Store

Wildlife Prairie Park has often been referred to as a jewel in the Midwest. Located just outside of Peoria, IL, this 2,000-acre zoological park is home to over 150 animals/50 different species that are native to Illinois. Our guests come to learn about wolves, bison, waterfowl, black bear, elk, cougar, otter and much more. The park opened in 1978 and since its inception Wildlife Prairie State Park strives to promote its mission of conservation, education and recreation.

Are you someone who is:

- An outgoing and **enthusiastic team player** ready to make the Wildlife Prairie Park visitor experience outstanding?
- Comfortable **taking initiative** and has strong decision-making skills?
- Highly **reliable** and good with customers?

If so, then Wildlife Prairie Park is looking for you! We are accepting applications for a seasonal part-time Guest Experience Associates to act as the WPP's ambassadors to the general public and enhance the visitor experience by selling admissions, memberships, tickets, food and lodging, and working the retail of the park's gift shop. To be successful in this role, you must be able to:

- Proactively and warmly welcome visitors, offer guidance, invite participation, and provide information and services.
- Maintain the gift store's physical condition and appearance.
- Maintain the gift store display themes and merchandising and restocking
- Assist with retail sales in the gift store.
- Actively sell admissions, memberships, lodging and tickets by phone and in-person to all WPP events in a pleasant, yet expedited fashion.
- Answer calls from WPP mainline.
- Keep desks and other brochure racks stocked with guides and brochures.
- Stay informed of current and upcoming public programs, educational programs, animal enclosure updates and marketing campaigns.
- Stay informed of park policies on park usage, membership, lodging, security, and emergency procedures.

Desired qualifications include exceptional customer service and communication skills, and:

- Ability to remain calm under pressure, use good judgment, and respond effectively to visitor questions and concerns.
- Ability to work well within a team as well as independently.
- Ability to communicate effectively and professionally with a diverse group of people.
- Strong attention to detail and the ability to stay organized and maintain accuracy in data entry and financial transactions.
- Ability to adapt to frequent changes of routine and pace without loss of efficiency or composure.
- Working knowledge of MS Office products including Excel, Word and Access.

This is a seasonal part-time position including evenings, weekends, and holidays with openings and special events as assigned. Must be available to work 15-20 hours per week.

Job Type: Seasonal Part-time

Application Instructions: email resume and cover letter to:
dprock@wildlifeprairie.org 309-676-0998 Ext. 303.

Job Types: Part-time, Seasonal

Expected hours: 15 – 20 per week

Schedule:

- Day shift
- Evening shift
- Morning shift
- Weekends as needed