



Do you enjoy working with people in an environment filled with plants and animals?

Como Park Zoo and Conservatory is now hiring seasonal part-time positions in the Visitor Services Department.

Visitor Services Representatives (VSR) provide excellent customer service, collect donations, assist in administering first aid, staff events and special exhibits and serve as public educators teaching visitors about plants, animals and conservation at Como Park Zoo and Conservatory.

This position includes working in both indoor and outdoor settings and requires standing and/or walking during most of the 4-9 hour shifts. Most shifts include posts outside in all weather conditions including rain and snow as well as low and high temperatures.

A passion for environmental conservation and working with diverse audiences is a must.

Core skills and experience include: customer service experience, strong communication skills, plant and animal knowledge, the ability to work both independently and as part of a team, cash handling, second language skills and CPR/First Aid Certification.

Job Responsibilities:

- *Represent Como Park Zoo and Conservatory in a professional manner by providing friendly, courteous, flexible, knowledgeable and helpful customer service
- *Actively welcome, engage, guide and orient visitors at donation boxes and throughout the gardens and grounds
- *Enthusiastically interpret plants and animals to visitors of all ages in an informal setting
- *Follow and enforce established policies and procedures
- *Staff special events and special exhibits (Pollinators, Obon Festival, and Como Shuttle)
- *Greet, train and support volunteers
- *Adhere to Como's dress code policy and carry oneself in a professional manner
- *Set-up tables and chairs shovel snow and support events (Weddings, Halloween, Conservation Weekends, Corporate Events, Picnics, and Legacy Funded Programs)
- *Assist with administering first aid and giving CPR
- *Ensure opening and closing procedures are done daily
- *After initial employment staff may take advantage of additional opportunities including: Keeper and Gardener talk moderation, animal talk presentation, work at the front desk, Giraffe Feeding Station experience sales, count donations, Story times performances and animal handling as operational needs require
- *Other duties as assigned

Requirements

- *High School Diploma or General Education Development Certificate (GED)
- *Must be able to work 20 hours per week through Labor Day; including weekends, some evening events and holidays
- *Must be dependable; report to work on time and as scheduled
- *Be committed to support inclusiveness and diversity and to treat all visitors and co-workers with respect
- *Have the ability to stand, be active or walk for four hours at a time
- *Working indoors and outdoors in all weather and temperature conditions
- *Have the ability to communicate clearly and effectively over the radio and public address system
- *Be self-motivated, outgoing, and well-spoken and to provide proactive service
- *Display strong leadership skills
- *Be available to attend ongoing trainings which may include: customer service, cash handling, emergency procedures, equity, first aid and plant and animal interpretation
- *Must be able to lift or push 20 pounds
- *Pass a criminal background check

Training Requirements

*Must attend and fully participate in ONE of the three offered sessions.

*All training dates are paid and mandatory

*Must be available from 9:00 am- 6:30 pm on the first four training dates and from noon-9:00 pm on the last training day of each session.

February 24th, 25th, 26th, 27th and March 1st (shifts scheduled beginning March 2nd after training is completed)

May 19th, 20th, 21st, 22nd and 23rd (shifts scheduled beginning May 24th after training is completed)

June 9th, 10th, 11th, 12th and 13th (shifts scheduled beginning June 14th after training is complete)

Pay rate: \$10.50 per hour

Additional Applicant Information:

This is a seasonal, temporary position. Positions available Spring – Labor Day with possible extension through fall.

Employees earn Safe & Sick Time.

Official title is: Parks & Recreation Worker for the City of Saint Paul.

The City of Saint Paul is an Equal Opportunity Affirmative Action Employer. Therefore we encourage applications from all individuals including persons with disabilities, persons of color, LGBT, and women.

The information you supply will be used in assessing your qualifications for this position; distinguishing you from other applicants; and contacting you for an interview. The following information will be considered private data pursuant to the Minnesota Government Data Practices Act: your name, home/work/email address, and home phone number. If you are considered a finalist for an employment vacancy, your name, education, training, and previous work experience will become public data. Private data is available only to you and to other persons in the City who have a bona fide need for the data. Upon court order, data may be disclosed in legal proceedings. Public data is available to anyone requesting it and consists of all data not designated in this notice as private.

Veteran's Preference: If you are a veteran as defined by the State of Minnesota and wish to claim veteran's preference, submit a copy of your military form DD214 at time of application. You must provide a copy of the DD214 to attain veteran's preference.

Deadlines and Submission Information:

Application deadline for February training session is February 7th, 2019

Application deadline for May training session is May 1st, 2019

Application deadline for June training session is May 24th, 2019

Please submit an application and optional cover letter and resume.

Submissions can be emailed to: ComoVisitorServices@ci.stpaul.mn.us OR mailed to:

Como Park Zoo & Conservatory
Attn: Visitor Services Manager
1225 Estabrook Dr.
Saint Paul, MN 55103