



MAINE WILDLIFE PARK

Guest Services Coordinator

This is a seasonal non-benefitted full-time position at Maine Wildlife Park (April-November). The Guest Services Coordinator is responsible for ensuring a positive experience for guests visiting the park by facilitating the daily operations of the park's entrance and gift shop while ensuring a high level of customer service and a positive work environment. The Guest Services Coordinator will have additional daily duties to further support the operations of the park including opening and closing, proper staffing levels, and ongoing staff training.

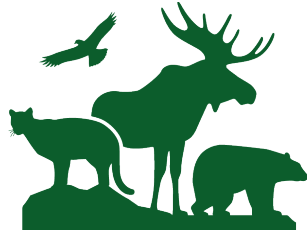
Salary: \$22.00-\$26.00 hourly. Pay commensurate with experience.

Essential functions and responsibilities:

- Coordinate general operations including but not limited to, gatehouse, gift shop, information booth, visitor center and group shelter(s).
- Create engaging moments for guests and assist in creating a culture of hospitality among team members and guests.
- Provide timely, attentive, accurate, upbeat service to park visitors.
- Train, mentor and guide new and seasoned guest service staff and volunteers to provide a superior visitor experience.
- Develop and maintain schedule for guest services staff to ensure appropriate staffing levels.
- Ensure visitor spaces are clean and presentable (i.e., gift shop, group shelter, gatehouse, etc.)
- Conduct routine inventory of merchandise and stock in gift shop.
- Provide support, when needed, by working in all positions.
- Serve as a liaison between management and seasonal guest service staff.
- Serve as an exemplary role model in behavior, performance, and work ethic.
- Provide support to all work areas requiring attention, including guest concerns, and general questions from guests and staff.

Other duties and responsibilities:

- Assist staff in emergency situations as necessary.
- Ensure compliance with all Maine Wildlife Park policies and procedures.
- Participate in individual and team-oriented park projects and events as needed.
- Assist with the implementation of the park's volunteer program.



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Position requirements:

- At least one year of guest service management experience preferred.
- Demonstrated experience and knowledge in guest service, hospitality, or related field.
- Ability to predict and solve problems quickly and efficiently.
- Demonstrated experience in supervision, assessment, and training experience of staff.
- Relate positively with diverse groups of people, including guests, staff, volunteers, and vendors.
- Must have a strong work ethic and be detailed oriented.
- Must be able to adapt to changing assignments, environment and maintain a positive attitude.
- Ability to work independently and to plan, organize and handle multiple tasks as necessary.
- Ability to communicate effectively and maintain positive working relationships with the public, staff, and volunteers.
- Ability to handle cash properly with the expectation that dollar amounts will be verified, and the transaction will be recorded in the Point-of-Safe system.
- Must be able to work up to 40 hours a week including some evenings, weekends and holidays.
- Basic math and general computer skills are necessary.
- Basic computer and cash register skills are necessary.
- Ability to sit, stand, bend, lift and move intermittently.
- Ability to lift and carry up to 50 lbs.
- Ability to work outside in all weather conditions.

Interested candidates should email a cover letter, resume, and contact information to mainewildlifepark@maine.gov