

## **Guest Services & Retail Coordinator**

**Location:** Maine Wildlife Park | Gray, Maine

**Position Type:** Full-Time, Year-Round (no benefits)

**Compensation:** \$22–\$26 per hour, based on experience

Do you love wildlife, enjoy creating great experiences for others, and thrive in a fast-paced, public-facing environment? Maine Wildlife Park is seeking a Guest Services & Retail Coordinator to oversee key aspects of our visitor experience including admissions, retail operations, volunteer coordination, and support for special events.

This is a vital role for someone who is organized, energetic, and passionate about connecting people to Maine's wildlife and natural heritage.

### **Position Summary:**

The Guest Services & Retail Coordinator ensures smooth daily operations at the park's front gates and gift shop. This position supervises seasonal staff, manages volunteers, supports event logistics, group reservations, and oversees all retail sales activities. The ideal candidate is proactive, detail-oriented, and comfortable juggling multiple responsibilities while maintaining excellent customer service.

### **Key Responsibilities:**

#### **Guest Services & Visitor Experience**

- Manage admissions, visitor inquiries, and public-facing guest service areas.
- Provide accurate information and ensure a welcoming experience for all park guests.
- Resolve visitor concerns with professionalism and empathy.
- Manage group reservations and coordination.

#### **Retail Oversight**

- Operate and manage the Nature Store (gift shop), including staff supervision.
- Monitor inventory, assist with visual merchandising, and track sales data.
- Train staff on point-of-sale systems and customer service expectations.

#### **Volunteer & Staff Management**

- Recruit, train, and schedule seasonal staff and volunteers.
- Maintain volunteer records, track hours, and foster a supportive team environment.
- Communicate clear expectations and provide daily oversight for on-site support teams.

#### **Special Events**

- Assist with planning and day-of coordination for public events and group programs.
- Work across departments to support education and advertising goals.
- Help ensure a positive guest experience throughout.

#### **Qualifications:**

- 2+ years of experience in guest services, retail, or volunteer/event coordination (preferably in a zoo, park, museum, or similar type venue).
- Strong communication and leadership skills; prior supervisory experience preferred.
- Comfort with point-of-sale systems, basic inventory tracking, and scheduling tools.
- Willingness to work weekends, holidays, and occasional evenings during peak seasons.
- Interest in wildlife, conservation, and outdoor education is a plus.

#### **Physical Requirements:**

- Must be able to stand for extended periods and lift up to 30 lbs.
- Comfortable working outdoors in various weather conditions.

**Compensation:**

This is a year-round, full-time position that does not include state benefits. To account for that, the hourly wage is set at \$22–\$26 per hour, depending on experience and qualifications.

**How to Apply:**

Please submit a resume and brief cover letter to Emily MacCabe, Director of Public Information and Education at [emily.maccabe@maine.gov](mailto:emily.maccabe@maine.gov)

Applications will be reviewed on a rolling basis until the position is filled.