

METRO
Job Description

Class Numbers:	3021	Established:	
Titles:	Admissions Lead (formerly Typist/Receptionist Lead)	Revised:	12/2005; 9/2009
Pay Grades:	325	EEO Category:	Admin. Support
Bargaining Unit:	LIUNA 483		
FLSA Status:	Non-Exempt		

DESCRIPTION

Functions as the Zoo's guest services admissions and staffing coordinator, and is responsible for front desk and telephone hub functions, membership, admissions, ticket sales and refunds. With direction from the Admissions Supervisor, responsible for overseeing daily admissions, visitor flows, staffing, coverage, and operations. Also responsible for switchboard services and referrals, emergency dispatch, day-to-day training and leading of temporary and seasonal admissions staff, updates of the front gate instructional and training material, and is the contact person for other Zoo divisions for gate/reception operations. Oversees staffing and coverage for up to 100 temporary and seasonal persons.

DUTIES AND RESPONSIBILITIES

Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.

1. Oversees, schedules, and assigns the day's work stations to gate ticket sellers and other persons. Provides day-to-day direction and ensures that gate staff take work breaks on schedule.
2. Oversees ticket sellers and sells memberships, admissions and concert tickets. Also makes refunds to guests. Responsible for cash from ticket sales at Zoo reception.
3. Processes advance ticket orders and web orders for admissions, train, lectures, etc. and mail out orders.
4. Greets visitors, provides information to Zoo guests, and performs front desk duties including answering the Zoo switchboard and providing information and referrals.
5. Performs and helps coordinate emergency dispatch functions and performs duties such as monitoring Zoo radio transmissions, calling 911, and providing notifications to security and managers.
6. Reports all gate personnel absences to the appropriate supervisor, arranges coverage and implement a staffing solution for that day.
7. Trains new employees on proper front gate procedures, Zoo locations, and customer services. Conducts training update sessions. Provides job direction and answer questions about job procedures.
8. Ensures that Zoo mail procedures are followed by all Zoo staff.
9. Conveys unusual staffing requirements for the front gate to the appropriate supervisor for scheduling.
10. Responsible for the upkeep of procedure manuals and event alert binders at the front gate.

11. Changes information on the reader board in the admission plaza as necessary. Makes announcements on the public address system as required.
12. Compiles data for reports and prepares correspondence.
13. Assists the public, public officials and other employees in a professional and courteous manner.
14. Develops safe work habits and contributes to the safety of self and co-workers.
15. Contributes to a positive team atmosphere.
16. Has regular and punctual attendance.
17. Performs assigned duties during an emergency situation.
18. Other duties as assigned.

JOB SPECIFICATIONS

(These are any combination of education and experience that has provided knowledge, skills and abilities to perform the duties of this position. Prior work experience and educational requirements listed are typical ways of obtaining the required qualifications. Other equivalent combinations of education, training and experience will be considered.)

1. Job Preparation

Education and Work Experience

- HS/GED and five (5) years progressively responsible customer services office coordinator or lead. High volume office-hub experience with multiple duties such as dispatch, admissions, office or retail.

2. Necessary Knowledge, Skills and Abilities

Knowledge of:

- Leadership, recognition, day-to-day oversight, communication skills and work planning to help develop a positive team environment.
- Zoo functions, schedules, events and activities to answer questions from visitors, transfer calls, and dispatch emergencies.
- Computers and standard office equipment including cash register and switchboard.
- Zoo admissions, gate and other functions to train and coach seasonal and temporary guest services staff.

Skill to:

- Lead, coordinate and serve as a hub for multiple high volume functions such as ticket sales, gate and ticket staff supervisions, front desk reception, ongoing guest services, switchboard, and emergency dispatch.
- Handle cash and balance ticket sales.

Ability to:

- Communicate clearly and concisely, both orally and in writing.
- Troubleshoot and work front desk customer issues, concerns, complaints and emergencies.
- Remain calm in emergency situations.
- Understand, issue, and follow written and oral directions and instructions and gather information and respond appropriately.

- Multi-task and perform several tasks simultaneously such as answering the switchboard, selling memberships, and helping customers.
- Ability to work any and all flexible shifts that may be assigned.
- Apply Federal, State, and local policies, procedures, laws and regulations for respective field.
- Use discretion with confidential and sensitive matters.
- Provide excellent customer service by meeting the needs and interacting with employees, volunteers, vendors, the public, and others encountered during the course of work in a courteous and professional manner.
- Establish and maintain cooperative working relationships with employees, volunteers, vendors, and others encountered during the course of work.
- Work in a safe manner and follow Metro safety policies, practices, and procedures.
- Perform the assigned duties of the position.

3. Special Requirements

- Successfully pass the background checks and screening requirements of the organization.

4. Tools and Equipment Used

- All standard office equipment including but not limited to computer and printer, fax machine and copy machines; computer software including MS based word-processing and spreadsheets.
- Radios, cell phone, cash register, and switchboard.

5. Supervision

- Supervision is received from Admissions Supervisor or other management and supervisory personnel.
- Responsible for lead functions and the work assignments of seasonal staff and gate/railway ticket sellers.

6. Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting.

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.