

## **Guest Services Associate**

This is a seasonal non-benefitted full-time position at Maine Wildlife Park (April-November). Guest Services Associates are responsible for providing high quality customer service to Maine Wildlife Park visitors.

Salary: \$15.00-\$17.00 hourly. Pay commensurate with experience.

Essential functions and responsibilities:

- Provide timely, attentive, accurate, upbeat service to park visitors.
- Accurately process cash and credit card transactions in the gatehouse and nature store.
- Assist with ensuring visitor spaces are clean and presentable (i.e., gift shop, group shelter, gatehouse, etc.)
- Assist with routine inventory of merchandise and stock in gift shop.
- Assist visitors with questions or concerns.
- 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.

Position requirements:

- Relate positively with diverse groups of people, including guests, staff, and volunteers.
- 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 handle multiple tasks as necessary.
- 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 weekends and holidays.

Interested candidates should send their cover letter, resume, and contact information to [mainewildlifepark@maine.gov](mailto:mainewildlifepark@maine.gov).