

COLCHESTER ZOO

Colchester Zoo is home to over 180 species and is dedicated to supporting conservation projects around the globe. As an award-winning visitor attraction with over 1 million guests visiting each year, every staff member at the zoo works together to ensure that our guests have an enjoyable and unforgettable experience.

JOB TITLE: Guest Services Assistant

We are looking for a person to fill a vacancy that has arisen in the Guest Services Team at our award-winning zoo, East Anglia's premier tourist attraction.

As part of our organization's mission statement, we aim to provide guests with an excellent customer experience and the successful applicant will make a significant contribution to this by ensuring guests have access to visitor information and services of the highest level of quality and service.

As our visitors' first port of call when entering the Zoo, you will welcome guests into our admission foyer, operate our ticketing office and assist with queue management. We also help customers with booking school/group visits and the various animal experience products on offer, as well as selling our Zoo passes, PLUS any general enquiries our visitors may have.

The right person for this job must be well organized with excellent people skills, will have tremendous patience when dealing with guests and accommodate their needs with enthusiasm and poise including being able to diffuse conflict or tension when dealing with customer comments.

No two days are the same at Colchester Zoo.

This job is not just customer service - it is customer service in the wonderful surroundings and environment of Colchester Zoo and we are looking for the right person to join our team!

If you are:

- Hard-working and committed.
- Organised and methodical.
- Adaptable and willing to learn
- Able to work in a busy and demanding environment
- Patient and pay attention to detail.
- Able to demonstrate good telephone manner and IT skills
- Confident and outgoing with high standards of personal appearance
- Passionate about delivering exceptional guest service
- Courteous, pleasant and calm when dealing with guest enquiries
- Work well as part of a team.

we would love to hear from you!

KEY RESPONSIBILITIES

- To liaise with Admissions Development Manager and other team members to perform the required daily operations and any tasks deemed appropriate.
- To ensure that all guests receive a warm, friendly and memorable welcome
- To ensure that all guest enquiries, comments and complaints, whether in person, on the telephone or via email, are dealt with in a friendly and professional manner and where appropriate ensure that comments and complaints are reported to management
- To deal with guest bookings, experiences reception and check out
- To keep up to date with availability of services, promotions and pricing in order to provide advice to guests as necessary and maximise sales opportunities
- To ensure that the admissions areas and information are well maintained at all times
- Support the administration and smooth running of specific events
- To ensure all necessary and appropriate policies have been implemented and are operating in accordance with the Company's Health & Safety Policy

SKILLS AND QUALIFICATIONS

- Punctual, hard-working and able to use own initiative
- A highly motivated individual with excellent guest service skills
- Ability to work under pressure and juggle competing priorities in a busy, fast paced and challenging environment with minimum supervision
- Excellent and clear communication skills
- Ability to work collaboratively within a team
- To work calmly and effectively in a high-pressure environment
- Maintenance of records relating to tasks performed e.g., bookings and guest contacts
- Ability to interact positively and professionally with the public, and colleagues

EXPERIENCE

- You should have experience of guest service and front of house roles however full training will be given
- You don't need any formal qualifications to work as part of our guest services team however numeracy and literacy skills are important as is the ability to read and understand instructions.

WORKING HOURS:

- This is a permanent full-time position , 5 days a week on a 7 day rota (Monday- Friday, including Weekends & school holidays)
- Working hours will coincide with the business opening and closing time which vary throughout the year. However there is a requirement to work seasonal event dates that include Late Night closings of 9.30pm.
- Pay rate - to be discussed at interview and subject to successful completion of a three-month probation period.

This job is very much a job where no two days will ever be the same. It is the perfect job for someone with a can-do attitude who is willing to learn new skills and find a solution to the problem presented.

HOW TO APPLY

If you are interested in applying, please complete the [Colchester Zoo Employment application form](#). Please ensure all sections of the application form are completed, do not enter 'Refer to CV'.

Send you CV and completed Employment Application Form to hr@colchesterzoo.org

Closing date is **28TH JUNE 2022**.

Please be aware that we will only process applications that include a completed application form and CV. We do have a lot of interest in our vacancies, if you have not heard from us after four weeks of submitting your application you should assume you have not been successful on the occasion.

**SECTION FOUR – Continuous Professional Development, other training, current study
(type in information)**

Qualification (Inc. grade)	School / University / Institution	Date Achieved

**SECTION FIVE – Membership of Professional Body, include any offices held
(type in information)**

Qualification (Inc. grade)	School / University / Institution	Date Achieved

SECTION SIX – CURRENT / MOST RECENT EMPLOYMENT (type in information)

Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

SECTION SEVEN – PREVIOUS EMPLOYMENT: (type in information)			
Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

PREVIOUS EMPLOYMENT CONTINUED... (type in information)			
Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

PREVIOUS EMPLOYMENT CONTINUED... (type in information)				
Job Title	Employer	Start Date	Leave Date	Reason for leaving

GAPS IN EMPLOYMENT – please specify reasons and dates for any gaps in employment (type in information)

SUPPORTING INFORMATION - Please provide any information in support of your application. This should provide us with evidence of the skills, knowledge, personal attributes, competence and experience to carry out with the role for which you are applying (type in information)

REFERENCES – Please give the details of two referees, one should be your current or most recent employer (i.e. you line manager or Head of Department) References from family or friends are not accepted if you have an employment history (type in information)

Title:		First Name:	
Can the reference be contacted?		Surname:	
Job Title:			
Address:			
Email:		Telephone:	
Relationship:			

Title:		First Name:	
Can the reference be contacted?		Surname:	
Job Title:			
Address:			
Email:		Telephone:	
Relationship:			

DISABILITY – Do you require any special arrangements to be made to participate in the selection process on account of a disability? If yes, please give brief details (type in information)

CONVICTIONS – Have you ever been convicted of a criminal offence i.e. cautions, reprimands or warnings? If yes, please give details of any unspent convictions.

DECLARATION: Please read carefully before signing this application

I confirm that the above information is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment contract offered. I agree that the organisation reserves the right to require me to undergo a medical examination. (Should we require further information and wish to contact your doctor with a view to obtaining a medical report, the law requires us to inform you of our intention and obtain your permission prior to contacting your doctor). I agree that this information will be retained in my personnel file during my employment and for up to six years thereafter and understand that information will be processed in accordance with the Data Protection Act. I agree that should I be successful with this application, I will, if required apply to the Criminal Records Bureau/Scottish Criminal Records Office for a basic disclosure. I understand that should I fail to do so, or should the disclosure not be to the satisfaction of the company, any offer of employment may be withdrawn or my employment terminated.

Signed:

Date: