



2022 SEASONAL GUEST EXPERIENCE POSITIONS

We are currently recruiting seasonal employees to join our Guest Relations, Retail & Membership Sales, and Guest Operations teams for the 2022 Spring and Summer Season.

HOURS OF WORK: Up to 40 hours per week

PAY RATE: \$15.00/hr

SCHEDULE/DURATION: Must be able to work a variety of shifts including days, afternoons, evenings, weekends and holidays, up to and including Labour Day.

QUALIFICATIONS:

All positions require customer service experience, good communication and interpersonal skills, ability to work in a team environment, ability to handle the physical and climatic demands of the job, knowledge of WHMIS and the Occupational Health & Safety Act, and the ability to work with minimal supervision.

Guest Operations:

Position Function: These positions assist with ushering and guest service along walking routes, Terra Lumina and any staffing any experiences. These positions will assist with guest flow, safety protocols/procedures and guest assistance. These positions will also assist and provide support in implementing the approved Strategic Plan.

Responsibilities:

- Ensuring guests adhere to distancing requirements and site rules
- Operating the various adventures and attractions at the Zoo
- Giving directions to guests, answering questions and providing other assistance as required
- Sanitizing touch surfaces where required
- Picking up litter and ensuring cleanliness in public areas
- Providing exceptional customer service to all Zoo guests and Members
- Other related duties as requested

Additional Job Specific Qualifications:

- High attention to detail
- Outgoing and engaging personality
- Full, unrestricted G Class driver's License, with a clean driving record an asset (drivers abstract required)

Guest Relations

Position Function: These positions provide the first experience for our guests arriving at the Zoo. These positions will assist guests in processing their admission and selling tickets, parking and more with a friendly and outgoing attitude. These positions will also assist and provide support in implementing the approved Strategic Plan.



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Responsibilities:

- Using a point of sale system to complete sales including cash, credit and debit processing
- Providing excellent customer service to all Zoo guests and Members
- Validating tickets and providing guests with admission to the Zoo
- Cash handling
- Other related duties as required

Additional Job Specific Qualifications:

- Cash handling experience
- Outgoing attitude
- Sales experience is an asset
- Computer skills/experience (point of sale systems, database, etc)
- Police reference check required on acceptance of job

Retail & Membership Sales:

Position Function: These positions provide helpful and friendly service to our guests and Members through the sales of membership packages and retail merchandise. These positions will also assist and provide support in implementing the approved Strategic Plan.

Responsibilities:

- Processing sales of memberships and retail merchandise to guests
- Using a computer based register, handling cash sales, processing credit card and debit sales
- Providing exceptional customer service to all Zoo guests and Members
- Keeping retail outlets clean, stocked and priced
- Other related duties as requested

Additional Job Specific Qualifications:

- Cash handling experience
- Sales experience is an asset
- Computer skills (point of sale software, database, etc.)
- Police reference check required on acceptance of job offer

If interested in this position, please click on the link below and complete the instructions on the questionnaire. You will be required to submit your resume and cover letter no later than Monday, January 31, 2022:

To apply click here: <https://forms.office.com/r/vFmubVmB4r>

***Please indicate which position you are applying for. I.e. "Application for Seasonal Guest Operations" in the subject line of your application. Also, please ensure you outline your availability in the cover letter of your application.**

If you are applying to multiple positions, please indicate in order of interest which positions you would like to be considered for.



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Successful candidates will be required to provide a Police Reference check at their own expense upon commencement of employment.

Successful candidates may be required to provide an abstract of their driver's license at their own expense upon commencement of employment.

While we appreciate the interest of all applicants, only those selected for an interview will be contacted.

The Toronto Zoo provides accommodation for employees with disabilities, as defined under the Ontario Human Rights Code. If contacted for an interview, and you require specific accommodation for the interview process because of a disability or a medical need, then please advise the person contacting you of your requirements, so that arrangements can be made for the appropriate accommodations to be in place before you begin the interview process.

The Toronto Zoo respects the principles of equity, diversity and inclusion and seeks to model these principles in all that we do. We are committed to fostering an inclusive workforce where all employees feel respected, supported and valued. We strive to create an environment that represents the rich diversity of our guests and our community and encourage applications from all qualified individuals who can contribute to enhancing our commitment to equity, diversity and inclusion. Applications are especially encouraged from racialized persons/persons of colour, Indigenous/Aboriginal People of North America, persons with disabilities, LGBTQ2S+ persons, and women.

Please be advised the Toronto Zoo requires mandatory COVID-19 vaccinations for employees.