Akron Zoological Park
Job Posting
Gift Shop Operations Coordinator

The Akron Zoo is looking for a self-motivated, hardworking, fun person to join our Gift Shop team. Willingness to work a flexible schedule, a desire to sincerely help our guest, and professional manner are a must. The Gift Shop Operations Coordinator (GSOC) is a leader in customer service from greeting and register operation to recommending items to help guest find the perfect souvenir/gift and everything in between. This person will be proficient in product knowledge, operational knowledge and familiar with overall zoo information.

The GSOC is responsible in assisting with daily operations of the gifts shop, gift carts, face painting station, photo stations, photo booth, penny machines and medallion machine. Expectations for the GSOC include quality leadership, training, receiving/inventory, customer service, cash handling and housekeeping. The GSOC is entitled to handle and resolve guest issues. Must be proficient in all cashiering functions including returns, price overrides, opening/closing and troubleshooting. This person will serve in a keyholder capacity with the ability to open and close gift shop areas. In the absence of Supervisors/Managers other duties may apply as needed.

The GSOC provides support to the gift shop team and regularly works stations on the front line with the staff. The GSOC works closely with the supervisory team to achieve goals and set tone of work. The GSOC conducts business in a manner that promotes a positive work place and guest experience for all. Maintains overall zoo knowledge to promote a positive Zoo experience to our guest.

The GSOC does not administer corrective actions, hire, fire or discipline staff. The GSOC should relay any concerns and provide feedback to the gift shop supervisory team regarding staff. The GSOC can assign tasks to staff as needed under the guidance of the gift shop supervisory team when needed.

This position can be very fast paced and requires being on your feet for periods of time while keeping a smile on your face. A team attitude is a must to be successful in this position. Knowledge of basic computer skills/POS/register and at least one year of retail experience is preferred. The GSOC must have the agility to lift 50 lbs. for receiving trucks, moving merchandise etc.

The GSOC is a full time, salaried position. The GSOC must be available to work weekends, evenings, and holidays depending on the needs of the business, special events and programs. Shifts may be early morning or late evening. This job has physical requirements including standing for long periods of time and lifting up to 50lbs. Participation in annual inventory is required. The GSOC must be willing to perform all other duties as assigned. The GSOC must follow zoo policies/procedures and be focused on the zoo mission.

The GSOC will be cross-trained to work all areas of Guest Services, based upon the needs of the departments, may be required.

This is a full-time, salaried (non-exempt) position with benefits. Interested candidates may submit a cover letter and resume via email, mail, or fax to Human Resources, Akron Zoo, 500
Edgewood Ave., Akron, Ohio 44307; Fax: (330) 374-8939; Email: HR@akronzoo.org. Position open until filled. Akron Zoo is an EOE and Drug Free Workplace.