

JACKSON ZOOLOGICAL SOCIETY

JOB DESCRIPTION - Membership Coordinator

SUMMARY: Part time (up to 25 hours a week) \$11 to \$15.50 an hour Reports to Guest Services Manager. The Membership Coordinator position serves as the primary point of contact for membership starting with the sale of a membership. Organizes and manages programs to recruit and retain members. Responds to guest and member inquiries. Also handles ADOPT Program and Birthday Parties.

Qualifications: High School degree, some college preferred. Extensive cashier experience with the ability to accurately handle large amounts of cash and perform daily balances and reporting. Computer proficient with a working knowledge of MS Word, Excel and Outlook. Willingness and ability to learn and utilize ticketing system. Strong interpersonal and presentation skills. Excellent customer service skills. Sound judgment and the ability to quickly and effectively solve problems. Strong team player. Past work at a non-profit and/or at a zoo or aquarium a plus. Able to often work irregular hours, including weekends and evenings. Must have a valid MS driver's license to operate Zoo vehicles with reliable transportation. Must be able to walk, stand, sit, kneel, climb ladders and carry up to 50lbs. Successful candidates must pass pre-employment drug screening and background check.

Responsibilities

- Serves as an “ambassador” of the Jackson Zoo, providing outstanding customer service to current and prospective members and Zoo guests.
- Answers questions and addresses problems for members. Welcomes members at the Zoo's front entrance.
- Sells memberships to patrons at the Zoo's membership booth.
- Knowledgeable about the benefits of membership at each level and can clearly explain how memberships support both the patron and the Zoo.
- Utilizes the Centaman ticketing system to enter data regarding new and renewing members. Fulfilling some membership benefits immediately upon purchase of membership.
- Organizes and run Birthday Parties, and the ADOPT-AN-ANIMAL program.
- Periodically attends community events to promote and sell memberships.
- Preparation of monthly reports, Backup of all record keeping systems.
- Provides administrative task assistance as needed
- Perform related duties as required.

*To apply: Send cover letter and resume to the Jackson Zoo at info@jacksonzoo.org with the subject line Membership Coordinator. Or mail cover letter and resume to the Jackson Zoo at 2918 W. Capitol St. Jackson, MS.

Established Feb. 2015