
Classification Description

Title: Admissions Lead

Pay Range: 325/435

Job Code: 3021/4002

Employee Group: LIUNA 483

Established:

Revised: 12/2005; 9/2009; 12/2014

EEO Category: Administrative Support

FLSA Status: Non-Exempt

DESCRIPTION

Functions as the Zoo's guest services admissions and staffing coordinator and is responsible for front desk and telephone hub functions, membership, admissions, ticket sales and refunds. With direction from the Admissions Supervisor, responsible for overseeing daily admissions, visitor flow, staffing, coverage and operations. Also responsible for switchboard services and referrals, emergency dispatch, day-to-day training and leading of temporary admissions staff, updating instructional and training material, and is the contact person for other Zoo divisions for operations. Oversees staffing and coverage for up to 100 temporary staff.

DISTINGUISHING FEATURES

Serves in a lead capacity. Lead duties typically include new employee orientation regarding work assignments and supply/equipment locations and use; training and direction on work procedures and quality standards; following up on assignments; and providing input to the supervisor regarding team and individual performance. Assists with scheduling, assigning and overseeing work.

DUTIES AND RESPONSIBILITIES

1. Oversees, schedules, and assigns the day's work stations to ticket sellers and other staff. Provides day-to-day direction and ensures that staff take work breaks on schedule.
2. Oversees ticket sellers and sells memberships, admissions and concert tickets. Also makes refunds to guests. Responsible for cash from ticket sales at Zoo reception.
3. Processes advance ticket orders and web orders for admissions, train, lectures, etc. and mail out orders.
4. Greets visitors, provides information to Zoo guests, and performs front desk duties including answering the Zoo switchboard and providing information and referrals.
5. Performs and helps coordinate emergency dispatch functions and performs duties such as monitoring Zoo radio transmissions, calling 911, and providing notifications to security and managers.
6. Reports all gate personnel absences to the appropriate supervisor, arranges coverage and implement a staffing solution for that day.
7. Trains new employees on proper procedures, Zoo locations, and customer services. Conducts training update sessions. Provides job direction and answer questions about job procedures.

8. Ensures that Zoo mail procedures are followed by all Zoo staff.
9. Conveys unusual staffing requirements for admissions to the appropriate supervisor for scheduling.
10. Responsible for the upkeep of procedure manuals and event alert binders.
11. Changes information on the reader board in the admission plaza as necessary. Makes announcements on the public address system as required.
12. Compiles data for reports and prepares correspondence.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- High school diploma or GED certificate
- Five years progressively responsible customer service office coordinator or lead experience, including high volume office-hub experience with multiple duties such as dispatch, admissions, office or retail
- Per child labor law, must be at least 17 years of age and have a valid driver license to drive Zoomer
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

Knowledge, Skills and Abilities:

- Leadership, recognition, day-to-day oversight, communication skills and work planning to help develop a positive team environment
- Zoo functions, schedules, events and activities to answer questions from visitors, transfer calls, and dispatch emergencies.
- Computers and standard office equipment including cash register and switchboard
- Zoo admissions, gate and other functions to train and coach seasonal and temporary guest services staff
- Lead, coordinate and serve as a hub for multiple high volume functions such as ticket sales, gate and ticket staff supervisions, front desk reception, ongoing guest services, switchboard, and emergency dispatch
- Handle cash and balance ticket sales
- Communicate clearly and concisely, both orally and in writing.
- Troubleshoot and resolve front desk customer issues, concerns, complaints and emergencies
- Remain calm in emergency situations
- Understand, issue, and follow written and oral directions and instructions and gather information and respond appropriately
- Multi-task and perform several tasks simultaneously such as answering the switchboard, selling memberships, and helping customers
- Ability to work any and all flexible shifts that may be assigned
- Use discretion with confidential and sensitive matters
- Provide excellent customer service by meeting the needs and interacting with employees, volunteers, vendors, the public, and others encountered during the course of work in a courteous and professional manner
- Establish and maintain cooperative working relationships with employees, volunteers, vendors, and others encountered during the course of work
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate

Additional Requirements:

- Successfully pass the background checks and screening requirements required for the position

SUPERVISION RECEIVED

Supervision is received from Admissions Supervisor or other management and supervisory personnel.

SUPERVISION EXERCISED

Lead duties only; no supervisory responsibilities as defined in *ORS 243.650(23)*.

RELATIONSHIPS/CONTACTS**TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING**

- All standard office equipment, including but not limited to computer and printer, fax machine and copy machines; computer software including MS based word-processing and spreadsheets
- Radios, cell phone, cash register, laptop, scanner and switchboard
- Zoomer (golf cart vehicle)

WORK ENVIRONMENT

Work is performed mostly in an office setting. Work does include outside settings under various conditions. Work may be performed in heat, cold and inclement weather. Work schedule is predictable, but will include evenings, weekends and holidays.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.