

Job Title: Guest Services Associate

Location: Georgia Safari Conservation Park

Job Type: Full-Time

Salary: Starting rate \$16.00/hour commensurate with experience

Job Summary

As a Guest Services Associate, you will serve as a pivotal point of contact for our guest(s), ensuring they receive a warm and hospitable welcome upon arrival and providing exceptional customer service while engaging with the guest(s) and ensuring that the experience received is memorable.

Essential Duties and Responsibilities

***The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.*

Retail:

- **Customer Service:** Provide outstanding customer service by assisting guests with product questions, purchases, and ensuring an overall positive shopping experience.
- **Inventory Management:** Assist in maintaining and monitoring inventory levels, and restocking merchandise.
- **Visual Merchandising:** Contribute to creating attractive displays and ensuring the gift shop's visual appearance is clean, engaging and appealing to customers.
- **Cash Handling:** Oversee cash register operations, including opening and closing registers, reconciling cash, and handling returns and exchanges.
- **Loss Prevention:** Help implement loss prevention measures as directed by senior management and report any suspicious activities to retail specialist and/or security.

Housekeeping:

- **Room Preparation:** Prepare and clean guest lodging to meet the Park's high standards of cleanliness and presentation; Ensure that all amenities are properly stocked, and room supplies are replenished as needed; Attend to special guest requests and preferences to enhance their overall experience.
- **Cleaning and Sanitization:** Perform thorough cleaning of guest lodging, including dusting, vacuuming, mopping, and changing linens; Clean and sanitize bathrooms, ensuring all surfaces are spotless and well-maintained.; Pay meticulous attention to details, ensuring a pristine and welcoming environment for guests.
- **Public Areas Maintenance:** Maintain cleanliness in public areas, including indoor and outdoor spaces, reception and dining areas, and other designated public spaces; Regularly inspect and clean public restrooms and ensure they are stocked with necessary supplies.
- **Collaboration with Team:** Collaborate with other housekeeping staff to ensure a seamless and efficient workflow; Communicate effectively with the front desk and other Park departments to address guest needs and requests promptly.
- **Laundry Management:** Manage the collection and distribution of linens and towels.

Lodging:

- **Guest Relations:** Greet and assist guests with a friendly and professional demeanor; Handle inquiries, provide information about the Park's touring and lodging options amenities, and offer recommendations for activities and dining; Address guest concerns and ensure that they have a pleasant and memorable stay; Manage confidential and guest information with the highest degree of integrity.
- **Reservations Problem Resolution:** Function as the first point of contact for guest concerns or issues, proactively finding solutions to ensure guest satisfaction; Document and communicate any recurring issues to senior management for resolution.
- **Administrative Tasks:** Maintain accurate guest records and documentation; Ensure the front desk area is well-organized and equipped with necessary supplies; Prepare itineraries and WELCOME packets for each reservation.
- **Check-In and Check-Out:** Efficiently manage the check-in and check-out process, ensuring accuracy and compliance with Park policies; Verify reservations, process payments, and issue room keys/codes.

Other Duties:

- Develops a strong working relationship with co-workers and managers throughout the Park to ensure communication and teamwork are at optimum levels.
- Practices safe work habits in all types of duties and with all equipment.
- Complies with all Park policies, procedures, and standards of operation.
- Embraces and promotes Park mission and values.
- This is not an inclusive list of all duties and responsibilities. With growth and changes, other duties may be assigned.

Desired Qualifications

- High School Diploma or GED required.
- Previous experience in a hospitality front desk or guest service role, with a strong background in customer service preferred.
- Excellent interpersonal and communication skills, with the ability to provide warm and professional guest interactions.
- Proficiency in property management systems (PMS) and reservation software.
- Ability to learn new systems and procedures.
- Strong organizational and multitasking abilities.
- Leadership skills and the ability to motivate and guide a team to achieve high standards of guest service.

Knowledge, Skills and Abilities

- Ability to learn new systems and procedures.
- Strong attention to detail and organizational skills.
- Ability to work independently and as part of a team.
- Excellent communication and customer service skills.
- Physical stamina and the ability to perform manual tasks, including lifting and bending.
- Ability to thrive under pressure in a changing environment with evolving project needs.
- Ability to establish and maintain effective working relationships with other GSCP employees.

- Possess skills to calmly navigate thru many personalities and individual priorities.

Additional Requirements

- Successful completion of a post-offer background check, including criminal and driving records.
- Employees will be employed for a ninety (90) day probationary period.
- The Park is an Equal Opportunity Employer and provides a Smoke-free and Drug-free Work Environment.

Physical Demands

The physical demands described here are representative of those that must be met by an individual to perform the essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, stand, and walk with the ability to climb stairs, bend, and stoop during the execution of duties. The ability to talk and hear while using hands to operate, finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Performance of essential functions may require exposure to adverse environmental conditions, such as angry/hostile employees. Reasonable accommodations may be made to enable individuals to perform the essential functions. The noise level in the work environment is usually moderately quiet to moderately loud depending upon location.

Benefits (Full Time Only)

- Paid time off
- Retirement plan
- Medical insurance
- Dental insurance
- Vision insurance
- The chance to work in a dynamic and engaging environment, inspiring in others a love for wildlife and conservation.

This job description is not intended to be all-inclusive. Therefore, the employee may be required to perform other reasonably related duties as assigned by the immediate supervisor or other management. The Park reserves the right to revise or change job duties as business requirements dictate. It is mutually agreed that this job description does not constitute a written or implied contract of employment.

About Georgia Safari Conservation Park

Georgia Safari Conservation Park is a master-planned zoological park being developed on 530 acres in rural Morgan County, Georgia, just one hour east of Atlanta. Phase I opened in June of 2024. Our mission is to inspire in others a greater understanding, appreciation, and connection to the natural

world. When fully developed, our park will bring three attractions together on one site: a guided African game drive, a 100-acre traditional walk-through exhibit area, and luxurious overnight Lodging. We are committed to developing and promoting a unique, regional zoological culture dedicated to the conservation of threatened and endangered wildlife. We will create an environment conducive to the appreciation and understanding of animal diversity while simultaneously providing meaningful family recreation and actively encouraging and developing an atmosphere that supports community participation and involvement.

Job Description Acknowledgment and Acceptance

I acknowledge that I have received and reviewed the job description for my position. I understand that it outlines the essential duties, responsibilities, and performance expectations associated with my role.

I understand that this job description is intended to provide a general overview of the position and may not include every task or responsibility that may be assigned. I further understand that the company reserves the right to modify, add, or remove duties and responsibilities as necessary to meet business needs.

By signing below, I confirm that I have read and understand the contents of this job description and acknowledge my responsibility to perform the duties described herein.

Employee Name (Print): _____

Employee Signature: _____

Date: _____
