

RENTALS ASSISTANT

COME WORK WILD WITH US!

We are looking for an ambitious, collaborative, customer focused and engaging addition to our Rentals team. Reporting to the Rentals Manager, the Rentals Assistant creates a pleasant and engaging experience for individuals and groups looking to schedule a rental at the Zoo. The Rentals assistant will work with the Rentals Team to answer initial correspondence with potential clients, coordinate calendars and provide support for the rentals team as needed. Take your breaks or walk to meetings while stopping to visit Slyde the otter.

Be a difference maker and become part of a dynamic and growing Zoo focused on saving wildlife and wild places through conservation, education and exceptional guest experiences. You will have the opportunity to impact our community and make a difference in the hearts and minds of our guests.

BENEFITS AT JBZ

We offer incredibly competitive benefits. **This includes FREE:**

- Medical plan option
- Short-term disability
- Long-term disability
- Life Insurance
- Employee Assistance Program
- Dental & Vision for employee & family
- 12 Full weeks of parental leave

ADDITIONAL BENEFITS

We offer 6 days of personal time, generous vacation time and 10 paid Holidays each year. We offer a 7% employer contribution to your 401K, zoo discounts, employee-only zoo experiences, tuition reimbursement, additional voluntary medical benefits to meet you and your family's needs, and a FREE Premium Zoo membership for you and your family.

This position has a wage range of \$12.30/hr to \$16.39/hr based on experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Ensure a positive customer experience by effectively managing inbound rental inquiries, including phone calls and emails.
- Monitors, coordinates, and communicates all rentals calendars to assure rentals team members are up to date on facility availability.
- Provide support to Rentals Assistant Manager in tracking bar product planning, usage, and ordering.
- Process client's reservations, invoices, and payments in POS system.
- Upsell food, retail, experiences, and various add-ons to clients making reservations.
- Assist Guest Services team in various analysis as needed to include data collection, organization, and input.
- Provides general administrative and clerical support including mailing, scanning, and filing.
- Demonstrate a thorough knowledge of zoo operations information to effectively answer guest questions and inquiries.
- Greet and interact with clients/guests in a professional manner.
- Use computer word processing, spreadsheet, and database software to prepare reports, memos, and documents.

ARE YOU READY TO WORK WILD?

For full job description please email careers@jbzoo.org

John Ball Zoo is a drug free facility under federal regulations.