

ADMISSION/GIFT SHOP CLERK

KIND OF WORK

Sales work at the Minnesota Zoo in Admissions and Gift Shop.

NATURE AND PURPOSE

Under general supervision, sells merchandise which includes taking inventory, displaying material and selling Gift Shop merchandise. Work also involves admitting visitors to the Zoo which includes collection of tickets and providing information to the public. Performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Computes and collects ticket fees for parking, admission and monorail by using basic arithmetic in order that revenue is collected and recorded.

Provides general information about the Minnesota Zoological Garden to the public by using brochures and knowledge of Zoo operations in order to meet visitor's expectations and interests within the constraint of available exhibits and activities.

Answers customers' questions about merchandise to aid them in product selection by providing product information.

Collects money from the sale of merchandise by using cash register so that revenue is collected and recorded.

Takes daily shelf inventory, tickets items, stocks shelves, sets up displays and records merchandise so that merchandise is available for purchase and is accounted for by using appropriate procedures and forms.

Maintains admission booths and gift shop areas in a clean and neat condition so that the public finds Zoo areas attractive.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Routine sales and record keeping procedures sufficient to sell merchandise and account for revenues collected.

Rules and regulations of the Minnesota Zoo sufficient to inform the public of policies that they must comply with while visiting the Zoo.

Basic arithmetic (including simple monetary exchanges) sufficient to accept receipts form sales and admission fees.

Minnesota Zoo activities and functions in order to communicate in a positive fashion any information a visitor may need sufficient to insure an enjoyable visit to the Zoo.

Skill in:

Using cash register or other types for accepting money from fees and sales of merchandise.

Customer service relations to quickly react and meet the needs of a Zoo visitor.

Ability to:

Follow oral and written instructions sufficient to sell products and follow admission policies of the Minnesota Zoo.

Maintain simple and detailed records sufficient to account for cash receipts.

Orally communicate policies and information sufficient to provide necessary information about the Minnesota Zoo to visitors.

Est.: 1/6/78
Rev.: 1/16/92

T.C.: 2/8/79
Former Title(s):
Admission/Parking Attendant