

The Maryland Zoo in Baltimore Volunteer Position Description

Title: Guest Services Manager Intern

Supervisors: Director of Guest Services, Guest Management Team, and Manager of Volunteers

Location: Guest Services

Summary: Founded in 1876, The Maryland Zoo in Baltimore is the third oldest zoo in the United States and is internationally known for its contributions in conservation and research. The Maryland Zoo in Baltimore is also a major tourist destination and welcomes over 460,000 guests annually. Our Guest Services department plays a main role in providing the positive, informative human interactions that enhance every guest's experience, from entree at the Main Gate to riding the shuttle into the heart of the zoo, it is the Guest Services Agent that will be on hand to greet and assist our many guests. As an intern with our Guest Services department, various aspects of hospitality management will be explored including the following: guest relations, front gate management, problem solving, staff hiring, training, scheduling, and payroll. Interns will gain insight into the operations of guest services through training, observation, and shadowing experiences.

Responsibilities:

- Managing daily guest operations
- Work with Guest Services manager and supervisor to continually update and plan operational strategy to maximize contribution and level of service
- Employee management
- Maintain exceptional standards of customer service, cleanliness and physical appearance of all locations

Qualifications:

- Internship must be completed for college credit
- Ability to work with individuals from a wide variety of age groups and ethnic, cultural and economic backgrounds
- Excellent communication skills
- Willingness to learn about Maryland Zoo amenities, layout, and operations
- Must be able to walk large areas of the Zoo as needed
- Must be able to stand on hard surfaces for long periods of time
- Must be able to work outdoors in all seasons and weather conditions

Time Commitment: Ideally this internship will begin in early September and continue through December with commitment of up to 4 days a week, scheduled Sunday-Saturday, Zoo open to Zoo closing.

Please note: Internships are unpaid, and there is no reimbursement for transportation or housing.

Training: Maryland Zoo Intern Orientation (2 hours); Guest Services Orientation (8 hours) and On-the-job intro training programs; and safety meetings.

Please visit www.marylandzoo.org/internships to apply.