**ZEST CWR Visitor Services**

**Who we are**

The Royal Zoological Society of Scotland (RZSS), a charity founded in 1909, owns and manages Edinburgh Zoo and the Highland Wildlife Park. The Zoo is the most popular paying visitor attraction in Scotland after Edinburgh Castle, offering an excellent day out to more than 600,000 visitors annually, and has an international reputation for its conservation and education programmes. The Highland Wildlife Park is a premier visitor attraction situated within the Cairngorms National Park and features cold weather and mountainous species.

**Our mission statement**

Our mission is to connect people with nature and safeguard species from extinction.

**JOB DESCRIPTION**

**Job purpose**

To undertake the reception of visitors at Edinburgh Zoo/Highland Wildlife Park in the most welcoming and efficient way in order to ensure maximum profitability to the society and excellent levels of customer service. Perform or assist with all aspects of the day to day operation of the reception/admission complex including cash collection, ticketing and financial record keeping in relation to admission of visitor. As required manage the zoo gate, ensuring that only members and approved staff, visitors and suppliers are allowed access to the car park or through the additional gates to provide an effective, efficient and welcoming entrance process for all visitor. As a member of the Commercial Services Team, contribute to the development of the Society in achieving its mission and aims.

**Personal qualities**

An interest in delivering excellent customer care skills and ability to liaise with members of the public

Good communication skills.

Ability to learn and ask questions

Demonstrating the ability to improve

A positive and constructive approach to team-working

Ability to listen to instruction

Ability to carry out multiple tasks in a fast-paced environment

Quality approach to work.

Demonstrate a positive, customer-focused and team-working approach to work.

**Special requirements**

You must be between 18 and 24 to apply for this placement position

**Organisational culture**

The Royal Zoological Society of Scotland is committed to having an enterprising culture, which is commercially successful through providing a world class visitor experience with high standards and excellent service, and is well positioned to access income/funding streams arising as a result of its conservation aims. The post holder will share this commitment to achieve these objectives.