

## **Park Services Operatives Needed! (Weekends & School/Bank Holidays)**

Our Park Services Team are one of the only departments that see every single guest who visits us. So, if you want to work in one of the Zoos most fun environments then this position could be for you! We are looking for highly motivated, friendly, bubbly people who know how to go the extra mile to ensure someone has a great day.

Our aim is for every customer to have a brilliant experience, every time they visit, and part of that is to ensure we maintain a clean, safe, family-friendly environment. As one of our Park Services Team, you'll be part of making that happen, whether you're manning the zebra crossing, picking up litter, or being out and about on the Zoo providing information and looking after our customers' needs. We want people with the ability to work in a fast-paced, high-energy environment, who can greet everyone with a genuine smile and has the ability to connect with customers and make them feel valued.

To join our Park Services Team, you'll need to be confident in welcoming and dealing with diverse groups of people. Friendly, courteous and helpful behaviour should come naturally to you and you'll be expected to work well both as part of a team and independently. Good communication skills (attentive listening & strong verbal communication) are essential, as is the willingness to work flexible hours (especially on weekends and during school holidays).

### **Duties include:**

- Maintaining the cleanliness of the site, including litter collection, emptying bins and sweeping of pathways and other areas
- Regular car park duties (assisting and directing visitors in a safe and polite manner) and manning the zebra crossing
- Helping set up for functions and events (tables, chairs and other equipment)
- Drive the Rex Express Train ride, sell tickets to our visitors and ensure they have a safe and enjoyable ride
- Undertaking basic maintenance duties, including sanding, painting, helping erect fencing and other odd jobs

### **Requirements:**

- Experience preferred, although not essential as full job-specific training will be given

- Positions are seasonal, so you will be expected to work during the school holidays
- **It is essential that you can work at least 1 day of each weekend**
- Various shifts available, generally 8-hours shifts worked between 08.00-18.30, which include weekday and weekend/Bank Holiday work
- Potential for positions to become permanent for the right candidate

In return, you'll receive at least National Minimum Wage, full uniform, a range of staff discounts/benefits and the opportunity to be part of Hertfordshire's number one visitor attraction.

To apply please email your CV and cover letter to Lucy Witt, Park Services Manager, at [lucy.witt@hertfordshirezoo.com](mailto:lucy.witt@hertfordshirezoo.com)