



Application for Employment

Lake Superior Zoological Society
7210 Fremont Street
Duluth, MN 55807
218-730-4500
www.lszoo.org

Name _____

First

Middle

Last

Current Address _____

Street

City

State

Zip

Phone _____

Email _____

Permanent Address _____

Street

City

State

Zip

Phone _____

Here at the Lake Superior Zoo, we believe in treating all life with dignity, compassion and respect. As a team we honor integrity, responsibility and commitment. We are strongly dedicated to our mission to provide close-up animal experiences which inspire connections to wildlife and action toward conservation in our region and around the world.

Our actions embody these concepts so that we may cultivate positive change in the world.

Position applied for: _____

The Lake Superior Zoo is open on weekends, most holidays and some evenings throughout the year.

Availability: Full time Part time Seasonal Permanent
____ How many hours do you want to work per week?

Date available to begin work: _____

Desired compensation: _____

Employment History

Provide information for current and past employers, starting with the most recent. Include military and volunteer service.

Dates Employed. Month/Year	Employer Information (Include Military Service)	Job Title and Duties Performed	Wage	Reason for Leaving
From To	Name Address Phone Supervisor	Job Title: Duties:	Start End	 May we contact? __Y__N
From To	Name Address Phone Supervisor	Job Title: Duties:	Start End	 May we contact? __Y__N
From To	Name Address Phone Supervisor	Job Title: Duties:	Start End	 May we contact? __Y__N

Are you of legal age to work? __Yes __No
 Are you legally eligible for employment in the USA? __Yes __No
 Have you ever been convicted of a felony? __Yes __No
 If yes, please explain and list the location

Education

Institution: _____

Degree/Certificate Attained: _____

Are you currently in school? __Yes __No

Describe any other training or education:

Referral Source: __Zoo Web Site __AZA Site __School Posting __Employee Referral __Other

Please read and acknowledge your acceptance of these terms by signing your name and dating this application below:

The facts set forth in my application for employment are true and complete. I understand that false statements on this application shall be considered cause for refusal of or separation from employment. I authorize investigation of all statements and matters contained in the application. I authorize all my previous employers or other persons having information concerning my record or me to report such information to the Lake Superior Zoological Society (LSZS). I release the LSZS and any person providing information to the LSZS from all claims or liabilities whatsoever in connection with making such investigation or making such disclosures.

I understand that this application is not and is not intended to be a contract of employment, nor does this application obligate the employer in any way if the employer decides to employ me. I understand and agree that my employment is "at will" and can be terminated by either party, with or without notice, at any time, for any reason.

I understand that if I am hired, I will be expected to be available to work weekends, holidays and evenings.

Signature _____ Date _____

Lake Superior Zoological Society

Guest Services Job Description

Required Hours and Availability:

Hours of Operation: May-September 10:00-5:00, October-April 10:00-4:00
Staff are required to be available for half an hour before open, and an hour after we close.
The zoo is closed New Years Day, Thanksgiving Day and Christmas Day.
Average work week – 15 to 35 hours

All staff are required to work weekends, holidays and special events.

Due to the nature of peak season, seasonal workers are only allowed to request two weekend days off per month, and will not be allowed time off for holidays or holiday weekends.

Necessary Skills, Abilities, and Attributes

- * Willingness to learn about general zoo operations
- * Ability to take direction yet work independently
- * Demonstrated cash register and computer skills
- * Team Oriented
- * Willingness to perform a wide variety of tasks
- * Detail Oriented
- * Self motivated
- * Customer Service Oriented
- * Enthusiastic, outgoing personality
- * Ability to learn quickly
- * Scheduling flexibility (must accommodate special events)
- * Willingness to work weekends and holidays
- * Must be able to multi-task in a hectic environment
- * Desire to change the world

Duties and Responsibilities

(New staff members will be trained to work in several areas!)

- * Maintaining a clean work environment
- * Learning about zoo operations, events and animals
- * Misc. duties: directing deliveries, salespeople, etc.; cleaning strollers/wagons; filling brochure racks
- * A variety of other tasks as needs arise
- * Selling zoo memberships
- * Use of cash register and computer, Microsoft Outlook and Excel
- * Reconciling cash register funds

Guest Service/General:

- * Providing excellent customer service
- * Answering telephones, directing calls, and taking messages
- * Assisting with society activities including, but not limited to: special events, mailings, and cleaning projects
- * Assisting guests with questions about the Zoo and Duluth
- * Using the zoo two-way radio system
- * Following dress and conduct code

Gift Shop Duties:

- * Selling merchandise
- * Assist guests by learning details of merchandise for sale
- * Stocking
- * Loss prevention
- * Use of POS computer, Microsoft Outlook, Microsoft Excel
- * Merchandising
- * Cleaning
- * Processing freight
- * Inventories
- * Straightening

Ticketing Duties:

- * Providing a great "first impression"
- * Selling memberships

Concession Duties:

- * Food preparation
- * Stocking
- * Following department of health safe food handling requirements

Train Depot:

- * Driving train for visitors along assigned route
- * Dynamic narration of train route
- * Start up, regular cleaning, and nightly parking of train
- * Ticket sales
- * Supervise loading and unloading of train, and enforcing safety rules while riding
- * Concessions duties as outlined above

Please continue to back page!

List below the experience you have in each area. Please include how you gained this experience.

Customer Service:

Cash Handling:

Retail Sales:

Food Service:

Computer Experience:

Education

Circle last year completed:

Highschool 1 2 3 4

Post Secondary 1 2 3 4

Describe any other training or education

Current Availability (Please list hours you are available to work)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Availability June-Labor Day (please list hours you are available to work)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

If your application is considered favorably, on what date can you start work? _____

How many hours are you hoping to work at the zoo? _____

Are you currently in school? __Yes__No

When does your school year end? _____

Are you planning to take summer classes? __Yes__No

Are you available to work through Labor Day? __Yes__No