

## Guest Service Officer (Part-time, Permanent Weekday Mornings) - Singapore Zoo

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Company: Wildlife Reserves Singapore

Location: Singapore

Category: office-and-administrative-support

Mandai Wildlife Group is dedicated to caring for the planet and protecting animals and nature. Conservation education is intrinsic in all interactions with the Group, to inspire action for a healthier world.

Mandai Wildlife Group is the steward of Mandai Wildlife Reserve, a unique wildlife and nature destination in Singapore that is home to world-renown wildlife parks which connect visitors to the fascinating world of wildlife. The Group is driving an exciting rejuvenation plan at Mandai Wildlife Reserve, adjacent to Singapore's Central Catchment Nature Reserve, that will integrate five wildlife parks with distinctive nature-based experiences, green public spaces and an eco-friendly resort.

Mandai Wildlife Group advocates for biodiversity, contributes leading wildlife research, develops innovative solutions to promote living sustainably, and collaborates with conservation partners in Singapore and Southeast Asia.

The Group provides funding and in-kind support to Mandai Nature for conservation work across Southeast Asia.

Mandai X is the growth accelerator and venture building arm of Mandai Wildlife Group that sparks, catalyses and accelerates innovative ventures in completely new domains that drive growth and impact at scale.

### **Job Duties and Responsibilities:**

- Ensure day-to-day operations are carried out smoothly, including daily resource management, and maintain high level of guest service standards in accordance to protocol.
- Identify, propose and execute proposals on areas of improvement to create and enhance

guest experience within the park.

- Resolve feedback, issues and concerns raised by guests.
- Motivate and guide part-time staff in delivering guest experiences.
- Assist to conduct training of part-time staff in consultation with section lead.
- Assist in maintenance and enforcement of park safety matters and procedures.
- Assist in wildlife-human management efforts:
- Update and maintain records of sightings and movements of wildlife.
- Conduct and maintain behavioural enrichments of wildlife through positive reinforcement trainings.
- Educate guests on wildlife campaigns in the parks.
- Other relevant duties as assigned.

### **Job Requirements:**

Minimum GCE 'O' Level and above.

Pleasant, confident, energetic and outgoing personality.

Independent and responsible team player.

Candidates with customer service experience will have an advantage.

Able to work on Mondays to Fridays, 9am – 1pm daily

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