

## Guest Service Officer (Part-Time) - 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:**

- Assist in the day-to-day operations of the park, including queue and crowd management, and ensuring park cleanliness.
- Provide administrative support to the department.

- Ensure delivery of excellent guest experience.
- Manage guest interactions, which include greeting, answering queries and assisting in other guest-related situations.
- Resolve feedback, issues and concerns raised by guests.
- Assist in wildlife management efforts.
- 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 weekends and Public Holidays.

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