



*Instructions for submitting an application can be found at the bottom of this description.

Seasonal Traffic Operations Field Representative Supporting ZooLights

Status: Temporary/Seasonal Part-Time, 12 - 28 hours per week

Reports to: Program Coordinator, Visitor Service Specialist

Direct Reports: (o) None

Position Details

Dates of Employment: November 15th through January 5th

Hours:

- Variable (based on your availability), but typically 12 - 28 hours/week
- Typical shifts are 3:30 pm – 9:00 pm 3 - 5 nights per week (per availability), during the run of Oregon Zoo ZooLights. Shift lengths may vary based on demand. Days and hours may change depending on demand and ZooLights schedule. Scheduled shifts may be canceled as well, prior to shift, depending on traffic, weather, and demand.
- On-call shifts available for those interested in picking up additional shifts, or if demand creates the need for additional staff.

Salary and Benefits:

- \$20.00/hour
- TriMet Hop Card or parking validation
- Sick time accrual
- 2 ZooLights tickets

Start Date:

- Mandatory training: November 12
- Season runs November 15th through January 5th.

Washington Park

Washington Park is one of Portland, Oregon's oldest parks and, at 410 acres, is home to the Hoyt Arboretum, Portland Japanese Garden, World Forestry Center, Oregon Zoo, and the International Rose Test Garden. In addition to the cultural institutions, the Park includes the Oregon Holocaust Memorial and Vietnam Veterans of Oregon Memorial, as well as playgrounds, an archery range, tennis courts, group picnic sites, over 15 miles of trails connected to Forest Park, and a TriMet light rail MAX station. More than 3 million visitors enjoy the Park each year, making it one of Oregon's top tourist destinations.

EWP is a 501(c)3 non-profit dedicated to connecting people with the culture, diversity, and wonder of nature in Washington Park in Portland, Oregon. Our mission is to provide an accessible, inclusive, and cohesive experience for all who visit Portland's destination park. We are guided by the following principles:

We are caretakers of the natural world.

We eliminate barriers that exclude.



We are stewards of exploration.

We embody the nature of Portland.

We are One Park – a community of destinations

EWP programs include a free shuttle, traffic management and offsite parking services, visitor information services, and park planning.

We are an equal opportunity employer and are committed to building a diverse team that represents a variety of backgrounds and perspectives. We celebrate diversity and are dedicated to creating an inclusive environment for all employees. For more information about the organization please visit explorewashingtonpark.org.

Position Overview

ZooLights is an annual event held nightly at the Oregon Zoo over the holiday season that showcases acres of giant light displays utilizing millions of LED lights. The nightly events are well attended by people from the region and beyond. You will be working to ensure everyone is able to get to and from the event safely and efficiently by directing people through the parking lots, as well as providing visitor service outside the zoo entrance, in the parking areas, and at the TriMet plaza. You will find it very rewarding to help thousands of people in the region have their quintessential holiday experience.

Duties and Responsibilities

Traffic Operations

- Complete parking lot operations as instructed by the Manager on Duty.
- Effectively communicate and provide positive customer service to assist Park visitors.
- Set up and take down traffic control devices/cones/signs at start and end of shift
- Guide traffic in high congestion areas; request assistance from Park Rangers or Parking Enforcement via radio when necessary
- Support a safe vehicular and pedestrian environment through active management
- Prioritize personal and visitor safety in all actions and decisions

Visitor Service and Visitor Information

- Ability to problem solve and up-level visitor complaints
- Professional interactions with visitor and vendors
- Commitment to increasing equitable access to Washington Park
- Proficiency in a second language preferred but not required
- Positive and helpful attitude with a commitment to visitor satisfaction
- Ability to handle a high-volume customer service environment
- Ability to be flexible and adapt to changing priorities, new challenges, and workplace transitions

Skills and Qualifications

- Proven track record of working well with others, adapting to others' work styles, and professional interactions with co-workers and vendors
- Willingness and ability to prioritize safety



- Desire to assist park visitors and answer questions, including repetitive questions
- Willingness and ability to engage with diverse individuals and groups
- Ability to work outside in all-weather conditions, and a commitment to and a passion for Washington Park and the Portland region
- Strong verbal communications skills and ability to follow written and verbal instructions
- Self-motivator with the ability to work independently
- Strong problem-solving skills with the ability to think on your feet
- Ability to positively represent the venues in Washington Park
- Ability to lift traffic and safety equipment up to 40 pounds in weight
- Driver's license preferred
- Weekend availability preferred

To Apply

Please send an application to [hiring@explorewashingtonpark.org](mailto: hiring@explorewashingtonpark.org) with "ZooLights Traffic Operations Field Representatives" in the subject line.

Applications must include the following to be considered: resume, cover letter with brief answers to the following supplemental questions:

1. What is your experience with Customer Service?
2. What is your experience working or participating in recreation outdoors/in the elements?
3. What days are you available to work? Are you available on weekends?

Applications must be submitted by October 21st 2024, by 11:59 p.m. PST.

Applicants must be authorized to work in the US through the duration of their employment with Explore Washington Park.