

Undergraduate: Internship
Service Systems Associates
@Cincinnati Zoo & Botanical Garden
Semester: Summer 2017



INTERNSHIP INFORMATION:

Dates: May – August

Type: Retail Management/Operations Internship

Reports to: Retail Operations Managers

Retail Management/Operations Internship - Seasonal

Service Systems Associates (SSA) is the exclusive provider of Retail, Concessions and Catering at the Cincinnati Zoo & Botanical Garden. We are a fast growing company that operates in tourist and cultural attractions around the country. If you have a passion for great *Guest Service*, can layer on a productive *Selling Culture*, and inspire through your leadership, this is a great opportunity for you.

Internship Description:

This is a PAID internship. You must be able to work a flexible schedule (including weekends and some evenings) and be available a minimum of 30 hours per week from May-August.

If you're looking to make the most of your college career in an exciting and unique environment, and are eager to bring your creative and engaging ideas to the table-this is the perfect place for you! We are looking for talented college students to take advantage of the Retail Management/Operations internship opportunity within our Retail Division. As a part of the store sales team, you will experience firsthand the daily operations of a high volume, fast paced cultural attraction retail store and be actively engaged in sales leadership, inventory flow, event planning, marketing/social media and merchandise presentation. You will interact with senior management who will coach and mentor you throughout the program.

Internship Duties:

Retail Management/Operations Intern's responsibilities include, but are not limited to:

- Perform analysis of individual retail locations
- Collecting feedback from visitors and staff
- Assisting with marketing projects: updating retail website, Members specials, social media opportunities
- Assist with incentive programs and development of other programs as needed
- Assisting with operational procedures
- Attend unique Zoo seminars weekly (onsite)

Qualifications:

Applicant must:

- Be attending college/university
- Will consider students who have an interest in Retail Management/Operations, Hospitality, Merchandising, Business, Marketing
- Experience in Retail is strongly preferred
- Working knowledge of the following computer applications: Microsoft Word, Excel
- Possess strong oral and written communication skills
- Ability to work under pressure to meet strict deadlines
- Professionalism and ability to handle guests needs
- Be contagiously energetic and enthusiastic and enjoy working with children
- Willingness to embrace our Zoo's collective core values
- Successful completion of background check

Successful candidates will embrace and continuously demonstrate the Core Values of Service Systems Associates and the Cincinnati Zoo and Botanical Garden.

Working with **SSA** is an opportunity to thrive— it's a chance to develop your career to the fullest while engaging in meaningful work that makes a positive impact in numerous cultural attractions across the country. You will be proud to work for a company with a strong history of ethics and a purpose of nourishing people. We offer a diverse, supportive environment where you will grow personally and professionally as you learn from some of the most talented people in your field.

SSA managers promote sales growth, ensure their teams are well trained, exhibit and coach outstanding customer service, demonstrate a high sense of urgency, maintain a clean and safe facility, and ALWAYS do what's right for our employees and guests.

To apply: Please email a cover letter, resume and letters of recommendation to Lisa Banks at lisabanks@kmssa.com.