



Attractions - Ride Operator (\$14.00):

Attractions Operators are responsible for the safe and hospitable operation of all of the attractions at Hersheypark. This position is responsible for learning, retaining, and enforcing all departmental safety requirements while creating a friendly and hospitable environment for all of our guests.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Adhere to attraction standard operating procedures, operate attractions in a safe and efficient manner, and enforce attraction safety guidelines*
- Initiate positive guest interactions by maintaining a thorough working knowledge of *Hersheypark* guest programs including the Attraction Accessibility and Fast Track Pass programs
- Provide excellent customer service to the guests of the *Hersheypark* by greeting guests and answering questions related to the attraction*
- Direct guests to and from the ride area and assist in loading and unloading of rides, which can include assisting guests in or out of rides as needed*
- Physically check safety restraints to ensure they are in the correct and locked position*
- Provide safety speeches to guests by using a microphone*
- Perform other duties as assigned

Qualifications:

- Required to complete pre-employment drug testing

Knowledge, Skills, and Abilities:

- Must work well with other employees and be able to interact with guests in a fast-paced environment
- Complete basic math without using a calculator
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Must have the ability to effectively communicate verbally, including delivering safety instructions/directions, verbal cues, and speaking clearly into microphones and radios
- Must have the ability to effectively communicate nonverbally, including maintaining eye contact and giving/receiving safety hand signals
- Must have the ability to comprehend instructions (verbal, demonstrated, and/or written) and retain information

Job Demands:

- Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively

outdoors.

- Physical requirements include the ability to stand (for up to five hours at a time), walk, bend at the waist and knees and have repeated manual dexterity, reach above shoulder level, and the ability to push, pull, and lift up to thirty-five (35) pounds without assistance
- Must be comfortable with potential exposure to bodily fluids and other spills

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Hershey Entertainment and Resorts is an Equal Opportunity Employer

Attractions - Lifeguard (\$15.00):

Shallow Water Lifeguards ensure the safety of our guests at *The Boardwalk at Hersheypark*® while providing courteous, friendly, and professional assistance. Applicants do not need to be previously certified lifeguards to apply; training for the position will be conducted by the Hershey Entertainment Complex through Ellis and Associates' International Lifeguard Training Program. Shallow Water Lifeguards have the opportunity to be promoted to a Special Facilities Lifeguard, who will then be trained to guard greater depths of water (greater than five feet) and receive a higher pay rate, in their second year.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Overseeing and enforcing *The Boardwalk at Hersheypark* attraction rules and safety regulations*
- Anticipating, recognizing, and responding to aquatic emergencies*
- Monitoring equipment and supplies
- Maintaining work area and surrounding environment
- Maintaining lifeguard and first aid skills at a "test-ready" level at all times*
- Participating in daily lifeguard in-service training*
- Providing excellent customer service to the guests of *Hersheypark* by greeting guests and answering questions related to the attraction*
- Adhere to attraction standard operating procedures, operate attractions in a safe and efficient manner, and enforce attraction safety guidelines*
- Directing and assisting guests to and from ride areas*
- Perform other duties as assigned

Qualifications:

- Post Employment - Applicants must attend and complete the Ellis & Assoc. International Lifeguard Training Program provided and paid for by the Hershey Entertainment Complex
- Required to complete pre-employment drug testing

Knowledge, Skills, and Abilities:

- Ability to handle stressful working conditions, emergencies, and accept a high degree of accountability
- Prior lifeguarding experience a plus, but not required
- Must be friendly, upbeat, work well with other employees, and be able to interact with guests in a fast-paced environment
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts
- Must have the ability to safeguard confidential information
- Must have the ability to comprehend instructions (verbal, demonstrated, and/or written) and retain information

Job Demands:

- Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors.
- Physical requirements include ability to stand (for up to five hours at a time), walk, bend at the waist and knees and have repeated manual dexterity, reach above shoulder level and the ability to push, pull, and lift up to seventy-five (75) pounds without assistance
- Must have normal vision (20/25 or 20/25 corrected)
- Must be able to swim under five feet of water and retrieve a 10 lb. brick to the surface
- Must be able to swim 50 yards using crawl (freestyle) or breaststroke without resting
- Must be able to safely exit the pool without use of stairs, ladders, or zero-depth entry
- Must be comfortable with potential exposure to bodily fluids and other spills

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Food & Beverage - Foods Team Member (\$12.00):

As a Foods Team Member, you will assist in a Food and Beverage capacity in a variety of locations within the Hersheypark Entertainment Complex. The Foods Team Member is responsible for providing excellent customer service and preparing food for guests. Team members have a great opportunity to learn many skills on the job other than flipping burgers and pouring drinks! Some of these skills include time management, customer service, communicating with a team and leaders, and maintaining a clean and safe workspace.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Greet guests and take Food & Beverage orders while communicating with other team members within the employee's scheduled location*
- Prepare and serve Food & Beverage items to guests*
- Ring in and properly tender orders into a register*
- Clean, sanitize, and sweep/mop work areas to include food contact surfaces, patio/condiment areas, and floors/walkways*
- Clean and maintain food prep areas in accordance with proper food safety guidelines
- Store and rotate stock and food items within assigned work locations *
- Perform opening and closing procedures related to the assigned Food & Beverage location as directed by shift supervisors *
- Perform other duties as assigned

Knowledge, Skills, and Abilities:

- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts and Food & Beverage guidelines
- Must be friendly, upbeat, work well with other employees, and be able to interact with guests
- Must be able to work independently and be self-motivated to perform all aspects of the job at all times

Job Demands:

- Physical requirements include the ability to stand for up to eight hours at a time, walk, bend at the waist and knees and have repeated manual dexterity, and the ability to push, pull, and reach above shoulder level, and lift up to twenty (20) pounds without assistance
- Employees are subject to a variety of weather conditions, including but not limited to extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors.
- Must be able to withstand the temperatures of a kitchen/food stand environment
- Must be comfortable with exposure to cleaning chemicals
- Employee must provide proper footwear (all black, non-skid/non-slip sneakers)

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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Games Department - Games Team Member (\$13.00):

Hersheypark Games Team Members greet our guests at each location. This guest-facing, customer service position is responsible for answering guest questions, learning, retaining, and enforcing all department requirements while creating a friendly and welcoming environment for all of our guests.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Actively engage with guests to encourage them to participate in playing games by advertising the location in a professional manner
- Explain and enforce game rules*
- Award accurate prize level to winners and accurately scan out product*
- Assist guests with usage of the cashless Intercard game card system*
- Assist guests with the exchange of points from Game Cards for prizes at the Redemption Centers*
- Encourage guests to replay or suggest other locations of interest*
- Keep a clean and safe work area
- Perform other duties as assigned

Knowledge, Skills, and Abilities:

- Must be friendly, upbeat, work well with other employees, and be able to interact with guests in a fast-paced environment
- Must be able to work independently and be self-motivated to perform all aspects of the job at all times
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines

Job Demands:

- Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors.
- Physical requirements include the ability to stand (for up to five hours at a time), walk, bend at the waist and knees and have repeated manual dexterity, and the ability to push, pull, and reach above shoulder level and lift up to thirty (30) pounds without assistance

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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Retail Department - Retail Team Member (\$13.00):

Hersheypark Retail Team Members operate the retail stores within Chocolatetown and Hersheypark. This guest-facing position is responsible for customer service, operating a register, stocking, and overall retail operations within a store.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Actively engage with guests in order to provide exceptional customer service to enhance their shopping experience
- Assist guests with any shopping needs they may have*
- Sell merchandise to guests by entering transactions into register*
- Hang or fold apparel by size and keep all styles fully stocked*
- Stock hard goods, ensuring displays on sales floor are full*
- Maintain cleanliness throughout the store
- Perform other duties as assigned

Knowledge, Skills, and Abilities:

- Must be friendly, upbeat, work well with other employees, and be able to interact with our guests
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Must have the ability to safeguard confidential information

Job Demands:

- Must be able to work in a combination of indoor and outdoor weather conditions. Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather.
- Physical requirements include the ability to stand (for up to five hours at a time), walk, bend at the waist and knees and have repeated manual dexterity, and the ability to push, pull, and reach above shoulder level and lift up to sixty (60) pounds without assistance

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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Safety & Security - Security Officer (\$15.00):

Security Officers are responsible for ensuring the safety of all guests and team members at the Hersheypark Entertainment Complex venues, as well as providing assistance to ensure guests enjoy their time at our venues. Security Officers work year-round at all of our venues, including Hersheypark, ZooAmerica, GIANT Center, Hersheypark Stadium, and Hershey Theatre.

Job Functions:

- Monitor all vehicles and team members entering and exiting our venues to ensure all are authorized
- Conduct guest and team member entry screening to prevent prohibited items from entering the venue
- Be familiar with an assigned section of a venue in order to assist guests properly and efficiently
- Monitor guest behavior for compliance with event and venue policies
- Assist with post-event clean-up
- Provide a safe and friendly atmosphere to guests and team members
- Consistently practice safe work habits including, but not limited to, the use of personal protective equipment, lifting, and reporting of unsafe situations

Knowledge, Skills, and Abilities:

- Must be friendly, upbeat, and work well with other team members and be able to interact with guests
- Must be able to work independently and be self-motivated to perform all aspects of the job at all times
- Must be detail-oriented and have clear verbal and written communication skills
- Must have the ability to effectively communicate verbally, including delivering safety instructions/directions, verbal cues, and speaking clearly into microphones and radios
- Must be able to successfully complete all legal, company, and department training requirements
- Must have the ability to remain alert and vigilant at all times
- Must have the ability to handle stressful working conditions, and emergencies, and accept a high degree of accountability
- Must be comfortable working in a fast-paced environment
- Must display a positive attitude, an eagerness to learn, and a professional image in compliance with Hershey Entertainment & Resorts guidelines

Job Demands:

- Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather.
- Physical requirements would include the ability to stand and walk unassisted (for up to eight hours at a time), bend at the waist and knees and have repeated manual dexterity, the ability to push, pull, and reach above shoulder level, and lift up to fifty (50) pounds without assistance

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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Guest Experience - Guest Experience Attendant (\$13.00):

The Guest Experience Attendant will greet and welcome Guests to Hersheypark, sell and scan Hersheypark tickets and Season Passes/Memberships, verify tickets and Season Passes/Memberships for validity, upsell and redeem park products and add-ons, and manage rentals of Strollers/Wagons and Wheelchairs/ECVs.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Enthusiastically welcome guests to Hersheypark and wish them a sweet trip home upon exit.
- Direct and manage a high guest flow. Record guest admissions, exits, and re-entries at Hersheypark main gates. Taking pictures to facilitate the re-entry process.
- Sell Admission Tickets, Add-On products, and maintain knowledge of Park programs. Upsell Park programs, as well as prepare and track inventory items.
- Provide support and resolve guest inquiries and log guest feedback. Assist guests with the redemption of Park resolution items as needed.
- Utilize the Galaxy ticketing system to scan Park tickets and Season Passes/Memberships and verify validity, upsell and redeem park products and add-ons, and rent Strollers and Wagons.
- Stack and display strollers and wagons. Keep count of stroller and wagon returns.
- Assist Guests with the “Family Finder” wristband program (Stroller Rentals). Instruct and guide guests on the operation of equipment (Stroller and Wheelchair Rentals).
- Keep proper logs of all guest rental information, wheelchair, and Electronic Convenience Vehicles (ECV) breakdown information. Assist park Guests with ECV breakdowns and resolution.
- Assist with area cleanliness and collaborate with other departments effectively to ensure the best possible experience for our guests.
- Provide exceptional customer service by building rapport and making genuine connections with the guests over the telephone.
- Perform other duties as assigned

Qualifications:

- Must be 18 years of age or older on the date of applying

Knowledge, Skills, and Abilities:

- Must be friendly, upbeat, work well with other employees, and be able to interact with our guest
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts guidelines
- Comfortable handling money, including making change, as well as completing cashless transactions
- Able to learn operational standards for the Guest Experience Department and adhere to department policy on cash handling and reporting
- Must have the ability to safeguard confidential information

Job Demands:

- This job requires the visual ability to perform detailed work at close distances (computer screens, tickets, printed papers)

- Must be able to work in a combination of indoor and outdoor weather conditions. Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather.
- Physical requirements include the ability to stand (for up to five hours at a time), walk, bend at the waist and knees and have repeated manual dexterity, and the ability to push, pull, and reach above shoulder level and lift up to sixty (60) pounds without assistance

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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Guest Experience - Guest Recovery Agent (\$14.75):

The Guest Recovery Agent assists guests through selling tickets and add-ons, locating information and answering guest questions, redeeming items, registering for Park Programs, resolving guest opportunities, and more. This role may assist at any Guest Experience Department position including Arrival Attendant (Front Gate), Guest Services, Call Center, and other various support positions at Hersheypark.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Provide exceptional customer service by building rapport and making genuine connections with the guests in person and over the telephone*
- Provide accurate information and sell various Hersheypark admission ticket options, season passes, and add-on items*
- Upsell Park programs and track inventory items*
- Accurately detail guest information and requests *
- Listen to guest concerns and provide an appropriate response*
- Adhere to operational standards for the Guest Experience Department*
- Perform other duties as assigned

Qualifications:

- Must be 18 years of age or older on the date of applying

Knowledge, Skills, and Abilities:

- Must have the ability to effectively communicate verbally including speaking clearly into telephones
- Must have strong conflict-resolution/problem solving skills
- Must have strong written communication skills and be detailed oriented
- Must be comfortable with the use of electronic equipment and digital ticketing software
- Must be proficient in the use of Google Workspace applications
- Must be friendly, upbeat, work well with other employees, and be able to interact with our guests in a fast-paced environment
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Must have the ability to safeguard confidential information

Job Demands:

- Must be able to work in a combination of indoor and outdoor weather conditions. Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather.
- Physical requirements include sitting for periods up to five (5) hours at a time, walking, bending, climbing stairs, and lifting up to twenty (20) pounds without assistance
- This job requires the visual ability to perform detailed work at close distances (computer screens, tickets, printed papers, websites)

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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Guest Experience - Seasonal Event Attendant (\$13.00):

The Seasonal Event Attendant assists guests with our VIP Cabana experience at our water park, *The Boardwalk*SM. Seasonal Event Attendants help set up and break down our Cabanas, check guests into their Cabanas, answer guest questions, upselling add-ons, and monitoring the entrances and exits to our Cabana area. May act as an Arrival Attendant at the Front Gate as needed, as well as staff the Giant Size Lounge.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Check guests into Cabanas and facilitate an area tour*
- Sell and track Cabana rentals and various inventory items through a reservation system
- Prepare and track inventory
- Provide support and resolve guest inquiries*
- Communicate and work with other departments effectively to ensure the best possible experience for our Cabana guests*
- Maintain a clean work area, including preparing and sweeping queue areas and Cabanas, work stations, walkways/paths to ensure they are free of debris. Remove trash when necessary.*
- Adhere to operational standards for the Guest Experience Department at *Hersheypark*[®]*
- Assist in other areas of the Guest Experience Department as needed, including the Front Gate
- Perform other duties as assigned

Knowledge, Skills, and Abilities:

- Must have the ability to effectively communicate verbally
- Must have strong conflict-resolution/problem-solving skills
- Must be friendly, upbeat, and work well with other employees, and be able to interact with our guests in a fast-paced environment.
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Must have the ability to safeguard confidential information
- Must be comfortable with the use of electronic equipment and digital ticketing software.
- Comfortable handling money, including making change, as well as completing cashless transactions.

Job Demands:

- Employees are subject to a variety of weather conditions, including but not limited to extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors.
- Physical requirements include standing for periods up to five (5) hours at a time, walking, bending, climbing stairs, and lifting up to twenty (20) pounds without assistance
- This job requires the visual ability to perform detailed work at close distances (computer screens, tickets, printed papers)

Nothing in this job description restricts management's right to assign or reassign duties and

responsibilities to this job at any time.

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Guest Experience - Zoo Admissions Agent (\$13.00):

As a ZooAmerica Admissions Agent, you will help with guest entry into the Zoo, both from our main entrance and our Hersheypark bridge entrance. Throughout the day, ZooAmerica Admissions Agents may sell tickets and Zoo Memberships, assist guests with entering the Zoo, answer guest questions, and more.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Handle guest questions throughout the day about ZooAmerica and various Zoo animals*
- Sell and validate various ticket programs and ZooAmerica Memberships through the use of the Galaxy ticketing system*
- Provide guests with handstamps entering from Hersheypark on the ZooAmerica Bridge and assist guests with re-entry to Hersheypark*
- Provide support, resolve guest inquiries, and log guest feedback. Assist guests with the redemption of Zoo resolution items, as needed.*
- Assist with ZooAmerica programming group check-in*
- Communicate and work with other departments effectively to ensure the best possible experience for our guests*
- Provide exceptional customer service by building rapport and making genuine connections with the guests over the telephone*
- Assist in other areas of the ZooAmerica Admissions Department as needed
- Adhere to operational standards for the ZooAmerica Admissions Department at ZooAmerica
- Perform other duties as assigned

Qualifications:

- Must be 16 years of age or older on the date of applying

Knowledge, Skills, and Abilities:

- Must be friendly, upbeat, work well with other employees, and be able to interact with our guests in a fast-paced environment.
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Must be comfortable with the use of electronic equipment and digital ticketing software
- Must have the ability to safeguard confidential information
- Embody Hershey Entertainment & Resorts Company core values: Devoted to the Legacy, Selfless Spirit of Service, Team Focused, Respectful of Others
- Comfortable completing cashless transactions

Job Demands:

- Must be able to work in a combination of indoor and outdoor weather conditions. Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather.
- Physical requirements include standing for periods up to five (5) hours at a time, walking, bending, climbing stairs, and lifting up to twenty (20) pounds without assistance
- This job requires the visual ability to perform detailed work at close distances (computer screens, tickets, printed papers)

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Entertainment Programming and Execution - Entertainment Supervisor (\$15.00):

Lead a team of employees through fun events within Hersheypark for our Aquatheatre and Music Box Theater shows.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Maintain a safe and clean environment for our guests by cleaning venues between shows*
- Be an informed resource on Park information *
- Record and audit show counts for each show *
- Learn operational standards for the Entertainment Department at Hersheypark *
- Assist with our character program by becoming a guide and ensuring guests make lasting memories *
- Run operations at the Aquatheater, including leading the team of Entertainment Ambassadors, running the sound board during the seal and sea lion show, handling the post-program Feed and/or Photo opportunity with the animals, and managing the VIP Experience for the Aquatheatre by gathering required signatures and waivers*
- Partner with the Guest Experience department to resolve escalated guest situations*
- Perform other duties as assigned

Qualifications:

- Must have 6 months of relevant experience

Knowledge, Skills, and Abilities:

- Strong verbal communication skills
- Must work well with other employees and be able to interact with our guests
- Comfortable with high levels of guest interaction
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Must have the ability to safeguard confidential information

Job Demands:

- Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors.
- Physical requirements include standing for at least 5 hours, lifting up to 30 lbs. unassisted, walking, bending, and reaching

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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ZooAmerica - Zoo Naturalist Aide (\$15.00):

ZooAmerica Naturalist Aides are responsible for the daily care and maintenance of our animals in public habitats with primary focus being in the Great Southwest and Big Sky Country.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Achieving the highest standard of animal welfare and well-being through animal care, enrichment, and a variety of other operations under the supervision of area supervisors *
- Daily animal husbandry, feeding, record keeping and enhancement of animal habitats and all living spaces.*
- Assist with animal medical treatments of all animals under the supervision of veterinarian, curator and area supervisors.*
- Observation and reporting of sick animals, and maintenance needs of equipment, buildings, and grounds to full-time naturalists or management.*
- Conducting keeper chats, answering guest questions, and Behind-the-Scenes tours.*
- Perform other duties as assigned.

Qualifications:

- Must be at least 18 years of age or older on the date of applying.
- Current or past coursework in zoology, biology, wildlife management or related field.
- A minimum of one (1) year experience with professional animal care or science education
- Must possess a valid driver's license.
- Post Employment - Must be able to obtain a valid Pennsylvania Child Abuse History Clearance, Pennsylvania State Police Background Check, and Federal Criminal Background Check.

Knowledge, Skills, and Abilities:

- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts guidelines.
- Strong interest and/or knowledge in the natural history of North American species.
- Proven organizational skills and attention to detail.
- Must be adaptable to a variety of different teaching/interpretive situations.
- Must be friendly, upbeat, and work well with other employees and be able to interact with guests.
- Must have the ability to safeguard confidential information.
- Ability to understand, foresee, and apply safety precautions applicable to the job and work independently.
- Ability to follow written and oral instructions.
- Have the ability to answer guest questions and deliver natural history information about the animals.

Job Demands:

- This role requires flexibility with scheduling and the ability to work any day between Monday through Sunday. Scheduling throughout the summer will include days, evenings, weekends, and holidays.
- Physical requirements would include the ability to stand (for up to eight hours at a time), walk, bend at the waist and knees and have repeated manual dexterity, the ability to push, pull,

and reach above shoulder level, climb ladders, and fences, and lift up to thirty pounds without assistance

- Must be able to work in a combination of indoor and outdoor weather conditions. Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather.

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ZooAmerica - Zoo Educator Aide (\$15.00):

Create unforgettable memories for our guests by sharing conservation messaging and natural history information through a variety of educational programming. ZooAmerica Educator Aides are responsible for the daily care and maintenance of our ambassador animal collection.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Assist and conduct a variety of interpretive programs, including ambassador animal presentations, keeper chats, and Behind-the-Scenes Tours.*
- Perform daily care and maintenance of ambassador animals which includes routine cleaning, feeding, general husbandry, record keeping, medical treatments and daily observations.*
- Maintain the highest standard of animal welfare and well-being through animal care, enrichment, and a variety of other operations under the supervision of full-time educators.*
- Assist with all aspects of summer ZooCamp when needed. *
- Assemble education materials in preparation for the daily activities.*
- Clean and organize all education areas. *
- Answer guest questions in a professional and friendly manner.
- Present program during birthday parties and assist with party duties as needed.
- Perform other job-related duties as assigned.

Qualifications:

- Must be at least 18 years of age or older
- Must be actively enrolled in coursework related to environmental education, biology, education or other related fields during the 2026 - 2027 School Year.
- Must possess valid driver's license and demonstrate a satisfactory driving record
- In accordance with Pennsylvania's Child Protective Services Law, candidates must be able to obtain and maintain a report of criminal history from the Pennsylvania State Police (PSP), Child Abuse History Clearance from the Department of Human Services (Child Abuse), and Fingerprint-based federal criminal history submitted through the Pennsylvania State Police or its authorized agent (FBI), as a condition of continued employment.

Knowledge, Skills, and Abilities:

- Have the ability to speak before groups of all ages and sizes to deliver comprehensible and appropriate information
- Strong interest and/or knowledge in the natural history of North American species
- Experience and/or strong interest in working with children on a daily basis
- Proven organizational skills and attention to detail
- Must be adaptable to a variety of different teaching/interpretive situations
- Must be friendly, upbeat, and work well with other employees and be able to interact with guests
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines

- Must have the ability to safeguard confidential information
- Ability to withstand unpleasant working conditions
- Ability to understand, foresee, and apply safety precautions applicable to the workplace
- Ability to follow written and oral instructions

Job Demands:

- This role requires flexibility with scheduling and the ability to work any day between Monday through Sunday. Scheduling throughout the summer will include days, evenings, weekends, and holidays.
- Must be able to work in a combination of indoor and outdoor weather conditions. Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather.
- Physical requirements would include the ability to stand (for up to eight hours at a time), walk, bend at the waist and knees and have repeated manual dexterity, the ability to push, pull, and reach above shoulder level, climb ladders, and fences, and lift up to forty pounds without assistance.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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ZooAmerica - Zoo Camp Counselor (\$15.00):

Inspire children with an unforgettable ZooCamp experience. Camp counselors will be involved in the daily development and execution of camp activities at ZooAmerica. This position will provide support for our education team.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Provide an interactive and interpretive educational experience for campers, ages 4-18, during preschool, elementary, middle school, and high school camp sessions.
- Participate in camp activities, including zoo walks, crafts, animal presentations, games, and themed lessons, and monitor camper participation and enjoyment. *
- Ensure the safety of all program participants. *
- Assembly of camp materials in preparation for the daily activities. *
- Manage craft/activity/snack supplies for each camp. *
- Assist with set up and tear down of classrooms. *
- Cleaning and organizing all education areas. *
- Handle select ambassador species under the supervision of zoo educators.
- Answer guest questions in a professional and friendly manner.
- Educate visitors about the animals.
- Perform other job-related duties as assigned.

Qualifications:

- Must be at least 18 years of age or older
- Must be actively enrolled in coursework related to environmental education, biology, education or other related fields during the 2026 - 2027 School Year.
- Prior experience in an environment with children is strongly preferred.
- Must possess a valid driver's license
- This position may provide care, supervision, guidance, or control of children or may have regular, ongoing contact with children that is integral to the responsibilities of the position. As a result, in accordance with Pennsylvania's Child Protective Services Law, newly hired candidates are required to obtain the following clearances: a report of criminal history from the Pennsylvania State Police (PSP), Child Abuse History Clearance from the Department of Human Services (Child Abuse), and Fingerprint-based federal criminal history submitted through the Pennsylvania State Police or its authorized agent (FBI). Completed clearances are required to be submitted prior to starting employment.

Knowledge, Skills, and Abilities:

- Strong interest and/or knowledge in the natural history of North American species
- Experience and/or strong interest in working with children on a daily basis
- Must be able to work independently in an active setting and complete job responsibilities that require teamwork or are self-starting.

- Proven organizational skills and attention to detail
- Must have strong verbal, nonverbal, and written communication skills.
- Must be adaptable to a variety of different teaching/interpretive situations
- Must be friendly, upbeat, work well with other employees, and be able to interact with guests
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Must have the ability to safeguard confidential information
- Ability to understand, foresee, and apply safety precautions applicable to the workplace
- Ability to follow written and oral instructions

Job Demands:

- This role requires flexibility with scheduling and the ability to work any day between Monday through Sunday. Scheduling throughout the summer will include days, evenings, weekends, and holidays.
- Must be able to work in a combination of indoor and outdoor weather conditions. Employees are subject to a variety of weather conditions, including but not limited to extreme heat, sun exposure, cold, and inclement weather.
- Physical requirements would include the ability to stand (for up to eight hours at a time), walk, bend at the waist and knees and have repeated manual dexterity, the ability to push, pull, and reach above shoulder level, climb ladders, and fences, and lift up to forty pounds without assistance

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Hershey Entertainment and Resorts is an Equal Opportunity Employer