

Reservations Specialist & Guest Services Associate

Grade: 3**Reports to:** Customer Service Center Manager &
Asst. Director of Guest Services**Department:** Customer Service Center &
Guest Services**Job Status:** Non-Exempt, Full-Time**Approval Date:** August 2019

Job Summary:

This position serves as a general information source for the Aquarium and is the primary contact for incoming phone calls. Additionally, this position manages group reservations and advance ticket sales. Provides customer service to guests during their visit to the Aquarium. Efficiently works with cash handling and computerized ticketing system. Staffs the information desk. Educates guests about the Aquarium's animals and conservation programs. Conducts orientations for school groups and other visitors. Ensures the smooth flow of guest traffic.

Essential Functions:

- Answers phone calls into the Customer Service Center, including general information, payments and reservations.
- Enters transactions and reservation information into ticketing system.
- Processes payments and contracts through ticketing system.
- Responsible for balanced, daily closeout. Adheres to the South Carolina Aquarium Cash and Cash Equivalent Handling Policy.
- Enters complimentary reservations and fulfills complimentary ticket requests according to policy.
- Processes all outgoing mail for the Aquarium.
- Places confirmation calls and collects group reservation payments according to schedule.
- Enters data and updates client information in ticketing database.
- Assists with Aquarium sales efforts as directed.
- Assists in Admissions as directed.
- Adheres to the South Carolina Aquarium Policies & Procedures.

Other Duties and Responsibilities:

- Supports the mission by participating in Aquarium sponsored programs and events on a regular basis.
- Maintains a pleasant and professional attitude at all times. Customer service and quality assurance are priority.
- Organizes and maintains call center files.

Knowledge, Skills, and Abilities:

- Professional, customer-oriented individual with excellent telephone skills. As a voice of the Aquarium, this person will often be the first contact that someone has with the Aquarium and it is essential that this person have a strong connection to the Aquarium's mission and goals.
- Possess excellent organizational, telephone, and communication skills.

- Microsoft Office, Outlook, and point of sale software knowledge.
- Must be flexible and have a willingness to learn.
- Required to work weekends and holidays as scheduled.

Education and Experience Required:

- High School Diploma or GED
- Reservations, ticketing, telemarketing and/or front desk experience preferred

Licenses and Certifications Required:

- Driver’s License

Supervision of others:

- Not Required

Physical Requirements: Mark (x) to what applies to this position:

	Percentage	Average	Seldom	Often	Not Applicable
Walking		x			
Standing			x		
Bending			x		
Stooping			x		
Crouching			x		
Climbing Ladders					x
Climbing heights (8’) est.					x
Carrying (up to 50 lbs.) etc.					x
Sitting				x	
Kneeling			x		
Balancing			x		
Pushing & Pulling		x			
Crawling			x		
Diving					x
Swimming					x
Working with Tools					x
Drive Company Car					x
Drive/Ride in Aquarium Boats					x
Computer Tasks (typing & using mouse)				x	
Phone Task				x	

Hazardous Requirements: Mark (x) to what applies to this position:

	Percentage	Average	Seldom	Often	Not Applicable

Minor or Severe cuts			X		
Falls			X		
Exposure to falling objects			X		
Required to wear Personal Protective Equip.			X		
List all required PPE's:					
Hazards to eyesight					X
Hazards to hearing					X
Hazards to sense of smell					X
Exposure to Chemicals					X
Exposure to Toxic Chemicals					X
Exposure to Hazardous Materials					X
Exposure to Ozone					X
Exposure to Confine Spaces					X

Working Conditions: Mark (x) to what applies this position:

	Percentage	Seldom	Occasional	Often/Yes	Not Applicable
Normal office environment				x	
Works Outdoors		x			
Works in Warehouse		x			
Contact with customers and the public				x	
Works Normal Office Hours				x	
Works Rotating Shifts			x		
Contact with outside vendors			x		
Required to travel		x			
Required to work weekends				x	
Required to work late nights			x		
On Call		x			
Required to carry Cell Phone		x			
Required to wear a beeper or Radio				x	
Required to work in extreme weather		x			
Required to work in extreme heat or cold		x			

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not construed to be an exhaustive list of all job duties performed by the personnel classified.

The Aquarium is an "at-will" employer, and as such, employment with the Aquarium is not for a fixed term, or definite period and may be terminated at the will of either party, with or without cause, and without prior notice.