

Operations Associate

Grade: 3

Reports to: Building Operations Manager
Job Status: Non-exempt, Full-time

Department: Building Operations
Approval Date: September 2020

Hours: Wednesday through Saturday, 1:00 PM to 11:00 PM

Job Summary:

Provides the South Carolina Aquarium with 24 hour building systems and alarm monitoring, building access control and thorough support and communication with all departments. Ensures the reliability of operations and life support while maintaining the safety of the staff, animal collection and building.

Essential Functions:

- Adhere to the South Carolina Aquarium Policies and Procedures.
- Monitor alarm panels, building automation systems and alert response teams as needed.
- Coordinates emergency response with fire department, police and EMS services.
- Control access to Aquarium and monitor surveillance cameras.
- Monitor the loading dock, coordinate all incoming and outgoing vehicles and monitor contractor and vendor access into the building.
- Assist internal departments (primarily Husbandry and Facilities) by facilitating adjustments to equipment for life support systems and building control systems.
- Conduct regular rounds of the building, communicate incidents to the appropriate contact and log findings.
- Identify and analyze problems; use sound reasoning to arrive at conclusions and make logical judgements.
- Provide outstanding customer service to Aquarium guests, contractors, vendors and internal contacts.
- Model high standards of honesty, integrity, trust, openness and respect for individuals.
- Create and issue access ID cards and parking permits.
- Check in and maintain log for all Aquarium visitors (contractors, media, etc.).
- Issue keys to volunteers.
- Clear building of guests at closing, secure doors and set-up for evening conditions.
- Communicate with event staff during evening special events.
- Coordinates lost and found.
- Assists with the lost kid and parent process.
- Maintains medical equipment and provides medical assistance to staff and guests as needed.
- Receive packages (UPS, FedEx etc.) and freight deliveries and notifies recipients.
- Must be able to work 40 hours a week, which may include nights, weekends and holidays and some overtime.
- First aid and CPR trained.

Other Duties and Responsibilities:

- Supports the mission by participating in Aquarium sponsored programs and events on a regular basis.
- Assists internal and external staff as needed.
- Show proficiency in report writing and observation skills and be able to communicate clearly and concisely, orally and in writing.

Knowledge, Skills, and Abilities:

- Working knowledge of Microsoft Word, Excel and Outlook computer software.
- Ability to interact professionally with visitors and staff personnel.
- Working knowledge of building access systems and camera systems.
- Basic understanding of building support equipment.
- Ability to learn new technical skills quickly and execute tasks based on direction provided over the phone.
- Ability to obtain and maintain CPR and First Aid certifications.

Education and Experience Required:

- High School Degree or GED.
- Must be able to operate South Carolina Aquarium vehicles and have and maintain a valid SC driver's license.
- Familiarity with automated control systems and building support equipment a plus.

Physical Requirements:

Requires average walking, standing, bending, stooping, crouching; often requires sitting, computer tasks and phone and radio usage; occasionally requires carrying up to 50 lbs, kneeling and pushing and pulling.

Working Conditions:

Typical office environment with some outdoor work, often requires contact with public, day, evening and night working hours with weekends and holidays.

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.