

Guest Services Associate

Grade: 2**Reports to:** Assistant Director of Guest Services**Department:** Guest Services**Job Status:** Non-Exempt, Part-Time**Approval Date:** November 2020

Job Summary:

Guest Services Associates work in a team-oriented environment to provide an exceptional visitor experience. Associates work in multiple point of sale stations at the Aquarium including ticket booths, mobile kiosks and the information desk. This position requires significant guest interaction with a variety of audiences including families, members and school groups.

Essential Functions:

- Utilize point of sale system to accurately collect payment for admission tickets, memberships, and other items.
- Man information desk, thoroughly answer guest inquiries and enthusiastically handle special guest requests and problems.
- Provide information to guests about the Aquarium, our exhibits, animals and conservation practices. Direct arriving guests through admissions procedure in a friendly, courteous manner.
- Greet school buses and escort group members through admissions process.
- Promote memberships, Adopt-An-Animal and other Aquarium fund-raising programs to guests.
- Graciously direct and facilitate traffic through the aquarium, efficiently handling crowds and the logistics associated with their control.
- Ensure all guest resource information, such as maps, brochures and tourist information, is neatly exhibited and available for distribution.
- Maintain the safety, cleanliness and organization of all work and break areas, both in view of the general public and behind the scenes.
- Adhere to all procedures involving cash transactions, and maintain security of cash handling process.
- Adhere to the South Carolina Aquarium Policies & Procedures.

Other Duties and Responsibilities:

- Support the mission by participating in Aquarium sponsored programs and events on a regular basis.
- Support the team structure of the organization by remaining responsive to the needs of the management and supervisors, filling in when and where needed as directed.
- Develop familiarity with all Aquarium exhibits, services and events, as well as those of other facilities in the community.
- Assist special needs visitors from the building in the event of an emergency.
- Maintain all safety and security procedures, ensuring a positive environment for all who enter the aquarium, staff, volunteer and guest alike.
- Required to move satellite sales carts and crowd control barriers as necessary.
- Other Duties as required.

Required Knowledge, Skills and Abilities:

- Minimum of one-year experience of employment in hospitality, tourism or customer service environment, preferably in high-volume, face-to-face position.
- Must be available days, weekends and holidays. Some nights as assigned.
- Experience in accurate and timely cashiering/cash handling transactions.
- Will possess strong interpersonal skills and enjoy working with people with different backgrounds.
- Must work in a team-oriented environment while maintaining flexibility and adaptability, especially under pressure.
- Must be able to work all areas including ticket booths, indoor and outdoor stations, entrance and exit ramps and surrounding area.

Preferred Qualifications:

- Public speaking ability a plus.
- Willingness to learn about Aquarium animals and programs.
- Knowledge of the Charleston community.
- Ability to work all areas including Ticket booth, indoor and outdoor stations, parking garage, park, building entrance and exit ramps, and inside the aquarium lobby and exhibit areas.
- Ability to lift boxes, weighing less than 25 lbs., which contain brochures, ticket stock, receipt paper and office supplies.

Education and Experience Required:

- Must be at least 18 years of age and have a High School Diploma or GED.

Licenses and Certifications Required:

- Valid Driver's License

Physical Requirements:

Often requires walking, standing, bending, stooping, crouching, carrying up to 50 lb, sitting, pushing and pulling, computer and phone tasks.

Working Conditions:

Often requires working outdoors, contact with public, rotating shifts, working weekends and required to carry a radio.

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.