

## Customer Service Center Associate, PT

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### Grade: 3

**Reports to:** Customer Service Center Manager  
**Job Status:** Non-Exempt, Part-Time

**Department:** Customer Service Center  
**Approval Date:** December 2020

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### 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 also manages group reservations and advance ticket sales and membership sales and programs. Saturday, Sunday and Monday scheduling is required in addition to possible other weekdays as needed.

### Essential Functions:

- Answers phone calls into the Customer Service Center, including general information for guests and members, 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 and Working Conditions:**

- Average walking, bending, stooping, crouching.
- Average carrying (up to 50 lbs.) etc.
- Frequent sitting and keying.
- Office environment.
- Repetitive work.
- Majority of duties performed at computer.
- Contact with other divisions and departments.

**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.**