

Aquarium of the Bay

SEASONAL AQUARIUM GUEST AMBASSADOR

Aquarium of the Bay, an equal opportunity, nonprofit employer* is seeking a Seasonal Aquarium Guest Ambassador. Our goal is to provide guests with a friendly, helpful, and welcoming environment. This role will be the first point of contact for many Aquarium guests. This role will be located outside the Aquarium on PIER 39 and other surrounding areas. This role is seasonal and will report to the Aquarium Ambassador Coordinator.

The Seasonal Aquarium Guest Ambassador responsibilities include but are not limited to:

RESPONSIBILITIES

- Proactively engages customers through greetings, question asking and distributing promotions
- Accurately assesses guests to suggest the most appropriate products
- Drive Aquarium ticket sales and combo packages
- Provide excellent customer service through knowledge of all Aquarium features, products offered and local attractions
- Team player able to perform other duties as assigned

ABOUT YOU

- Desire to provide exceptional customer service
- Friendly, enthusiastic and helpful personality
- Strong communication skills adaptable to international guests
- High level of patience
- Self-motivated and a quick learner

REQUIRED QUALIFICATIONS AND EXPERIENCE

- High School Diploma preferred
- 1 year experience in a service-focused environment or industry, street sales/promotions experience a plus
- Able to stand and walk outside for an entire shift
- Ability to climb multiple stairs daily and lift 25 pounds

HOURS

- Minimum 3 days a week availability required for up to 8 hours a day including 1 weekend day

To apply: Please submit your cover letter and resume to Laura Canaya, the Director of Human Resources at hr@bay.org

*Applicants who are persons of color and/or females who meet minimum qualifications are encouraged to apply. Aquarium of the Bay is an equal opportunity employer.