



## AQUARIUM OF THE BAY POSITION SUMMARY- Guest Services Associate

<b>Position Summary:</b>	<b>Guest Services Associate</b>
<b>Position Status:</b>	<b>Part Time/ Non-exempt</b>
<b>Department:</b>	<b>Operations</b>
<b>Reports to:</b>	<b>Operations Supervisors, Operations Manager</b>

### **Position purpose/general duties:**

- Aim to exceed guests' expectations in all interactions and transactions, in all areas of responsibility (retail stores, ticket booths, theater and sea lion center)
- Provide excellent service through knowledge of all offered products and presentations
- Drive sales and participate in department sales incentives through up-selling during all scheduled shifts
- Responsible for thorough and accurate cash handling and proficient ticket and merchandise sales transactions
- Strong housekeeping practices to help promote cleanliness and guest and employee safety
- Provide event staffing for all Aquarium special events, including some late nights and weekends
- Team player able to perform additional functions as assigned

<b><u>Position Accountabilities</u></b>	<b><u>Weighted %</u></b>
1. Excellence in guest service	30%
2. Effectively upsells in all transactions and actively participates in all departmental sales incentives	30%
3. Maintain all cash handling expectations and protocols	20%
4. Maintain a team attitude by working with others to achieve excellence	10%
5. Report to work promptly and in full uniform, as scheduled.	10%



**Key skills/knowledge required:**

- Desire to provide exceptional internal and external guest service
- Strong interpersonal communication skills
- Ability to multitask and effectively handle hectic situations; can make quick, accurate decisions but also has a high level of patience
- Self-motivated and requires minimal supervision
- Ability to learn a lot of new information quickly
- Detail oriented, organized and thorough
- High degree of comfort with computers
- Flexible and agreeable demeanor; a consummate team player
- Secondary conversational language skill highly desirable

**Minimum requirements:**

- Minimum 1 year of college, or currently enrolled in first year
- Cash handling and Guest Service experience required
- Intermediate math and computer skills
- Minimum three (3) days availability to work, for a minimum length of 7.5 hours, and including at least one weekend day (Saturday or Sunday)
- Flexible schedule including nights, weekends and holidays
- Able to stand, walk or sit for an entire shift
- Able to climb stairs multiple times in a day and lift up to 25 lbs.