



## AQUARIUM OF THE BAY POSITION SUMMARY

**Position Summary:** Retail Sales Associate

**Position Status:** Part Time/ Non-exempt

**Department:** Operations

**Reports to:** Retail Manager

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

- Aim to exceed guest expectations in all interactions and transactions
- Provide excellent service through a thorough knowledge of all offered products, including ticket and upgrade options available to guests
- Desire to provide a positive and memorable start and end to all guest's visits; be an exceptional "face" of our organization
- Drive sales and participate in department incentives through up-selling during all scheduled shifts
- Proactively maintain sales floor in a clean, neat and organized fashion; preform stock duties as needed
- Responsible for thorough and accurate cash handling and proficient 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

### **Position Accountabilities**

### **Weighted %**

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%



**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 or walk for an entire shift
- Able to climb stairs multiple times in a day and lift up to 25 lbs.

**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; takes the initiative to stay busy
- 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