



AQUARIUM OF THE BAY POSITION SUMMARY

Position Summary:	Visitor Services Associate
Position Status:	Part Time/ Non-exempt
Department:	Operations
Reports to:	Shift Supervisors, Operations Manager

Position purpose/general duties:

- Provides efficient, knowledgeable and friendly service in order to exceed guests' expectations
- Responsible for thorough and accurate cash handling and proficient ticket and merchandise sales transactions
- Drive sales through up-selling during all scheduled shifts
- Provide excellent service with a thorough knowledge of all offered products and presentations
- Strong housekeeping practices for guest and employee safety
- Team player able to perform additional functions as assigned

	<u>Position Accountabilities</u>	<u>Weighted %</u>
1.	Excellence in guest service	40%
2.	Efficient operation of all ticketing functions and selling responsibilities	20%
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
- Self-motivated and requires minimal supervision
- Ability to learn new information quickly
- Attention to detail, organizational skills, flexible and a team player
- High degree of comfort with computers
- High level of patience

Minimum requirements:

- Minimum 1 year of college, or currently enrolled in first year
- Cash handling and Guest Service experience required
- Retail experience preferred
- Basic math and computer skills
- Minimum three (3) days availability to work, for a minimum of 7.5 hours
- Flexible schedule including nights, weekends and holidays; minimum of three days of availability

Additional comments regarding the nature, scope or purpose of this position:

<p><i>Position summary prepared by:</i> _____ <i>Name</i> <i>Date</i></p> <p><i>Title:</i> _____</p> <p><i>Approved by:</i> _____ <i>Date</i></p>
