



AQUARIUM OF THE BAY - GUEST SERVICES ASSOCIATE

POSITION SUMMARY

As a member of the Visitor Services team, the primary role of Visitor Services Associate is to be the first point of contact for Aquarium of the Bay. Visitor Services Associates will interact with guests and provide exceptional customer service in the areas of ticket sales, promotions, retail and operations.

This position reports to the Department Manager

PRIMARY DUTIES, RESPONSIBILITIES, AND ESSENTIAL FUNCTIONS:

Guest Services:

- Aim to exceed guest expectations in all interactions and transactions, in all areas of responsibility (retail stores, ticket booths, galleries, 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 for guest and employee safety
- Provide event staffing for all Aquarium special events and programs, including some late nights and weekends
- Team player able to perform additional functions as assigned

Retail:

- Aim to exceed guest expectations in all interactions and transactions
- Provide excellent service through a 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; perform stock duties as needed
- Responsible for thorough and accurate cash handling and proficient merchandise sales transactions
- Other responsibilities as assigned

Ambassador:

- Proactively engages customers through greetings, question asking and distributing promotion
- Accurately assesses guests to suggest the most appropriate products
- Drive Aquarium sales and combo packages
- Provide excellent customer service through knowledge of all Aquarium features, products offered and local attractions
- Facilitate interactive guest experiences, such as Virtual Reality and Augmented Reality
- Other tasks as assigned

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each primary duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE, SKILLS and ABILITIES:

- Ability to work independently with minimum supervision
- Ability to work as a member of a team
- Effective communication skills both verbal and written
- Be able to cover other shifts as needed
- Cash handling skills including reconciliation, audit, and security
- Basic math and computer including problem-solving skills

EDUCATION and EXPERIENCE:

- Some college or equivalent work experience
- Minimum of 1 year of customer service experience

LANGUAGE SKILLS:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to speak effectively before groups and/or individuals.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand (for up to 8 hours), sit, walk, and reach with hands and arms, and talk or hear. The position requires walking on concrete floors, wet, dirty, uneven surfaces and climbing stairs, standing, and intervals of time outdoors in varying environmental conditions. Must be able to lift 40 pounds.

Position Specifics:

- This is full-time or part-time, non-exempt position
- Evening, weekend and holidays are required

To apply, submit a cover letter and resume to guestservicesjobs@bay.org, subject: Guest Services Associate