



### POSITION SUMMARY

The Guest Services Supervisor position is responsible for working alongside the Director of Guest Services, the Guest Services Manager and Assistant Managers to oversee the day-to-day running of all ticketing, retail, and specialty areas. As a Supervisor, you are expected to set the tone and example for the rest of the Guest Services staff; our Supervisors should always be viewed as our best associates! The position will involve working with the Guest Services Manager and Assistant Managers daily to ensure proper and effective staffing for all ticketing areas, overseeing front desk transactions and interactions, managing associate's daily cash flow, managing and coaching staff for excellence and, most importantly, providing each aquarium guest uncompromised hospitality and quality service.

This position reports to the Guest Services Manager, Guest Services Assistant Managers, and Director of Guest Services. Direct reports: Guest Services Sales Associates

### PRIMARY DUTIES, RESPONSIBILITIES, AND ESSENTIAL FUNCTIONS:

- Regular, reliable attendance and punctuality are essential functions and are required 100% of the time
- Supervisors are required to work an 8-hour shift during the hours of 8am and 7pm, or 7am and 9pm seasonally (with either an additional thirty minute or one-hour unpaid lunch mid-shift depending on the shift)
- Full Time Supervisors must be available to work 5 days a week – including weekends and holidays depending on needs of the department
- Adheres to and enforces all organizational policies and procedures including, but not limited to, attendance, uniform, and grooming standards
- Active participation in commission and incentive programs

### Guest Services Supervisor

- Leads all Associates in accomplishing the day-to-day operations of their assigned locations
- Manages all aspects of front desk day-to-day operations including, but not limited to: welcoming guests, ticket sales and upsells, voucher redemptions, checking in groups, handling phone calls and promoting memberships
- Works with Guest Services Manager and Assistant Managers to effectively coach employees on all performance issues in a timely and professional manner, adhering to all policies regarding tracking and paperwork
- Works in conjunction with Cash Control to manage daily cash flow, safe counts and ticket levels, as well as cashing associates in and out for their shifts
- Responsible for driving all Associates to encourage and promote upselling of combination ticket packages, add-ons and/or special event tickets
- Responsible for providing each aquarium guest uncompromised hospitality and quality service
- Supplements Stock Supervisor role as needed
- Works with the Guest Services Manager in maintaining all stores in a clean, attractive, functioning and highly marketable condition
- During assigned shift, primary contact for day-to-day ticketing and retail point-of-sale operations and troubleshooting
- 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:**

- Cash handling skills including reconciliation, audit, and security
- Employee training and safety (guest and employee)
- Intermediate math and computer skills
- Good organizational and problem-solving skills; ability to meet deadlines with little supervision or instruction
- Ability to stay calm, make good decisions and work effectively in a fast paced environment
- Ability to communicate well and work with all types of people; has high level of patience
- Ability to multitask and be very flexible
- Secondary conversational language skill highly desirable
- Display leadership skills demonstrating the aquarium's culture and management philosophy
- Pursue additional knowledge and training to enhance skills

**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.

**EDUCATION and EXPERIENCE:**

- College degree and/or equivalent work experience with emphasis in attraction/hospitality operations
- Minimum of 1 year supervisory/management experience in a customer service environment
- Minimum 3 years' sales and/or cashier experience
- Experience troubleshooting Point of Sale software and hardware
- Experience with a CRM database and running reports

**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 and climbing stairs, standing, and intervals of time outdoors in varying environmental conditions. Must be able to lift 40 lbs. Must either have or be able to attain a California Driver's License and be willing to be trained to drive a large vehicle and drive for off-site meetings/special events. DMV clearance required upon hire.

**Position Specifics:**

- This is a full-time, hourly (non-exempt) position – working 40 hours per week.
- Minimum of five days of availability including weekends, Holidays and opening and closing shifts, for a minimum length of eight (8) hours
- During non-seasonal operating hours, Supervisor must be available for shifts scheduled between the hours of 8am and 7pm
- During extended seasonal operating hours, Supervisor must be available for shifts scheduled between the hours of 7am and 9pm
- Other shifts may be scheduled based on the needs of the department
- This position is located at the Aquarium of the Bay on PIER 39 in San Francisco, CA.

**To Apply**

To be considered for this position, please send a resume and cover letter describing your interest and experience related to the position via e-mail to [GuestServiceJobs@bay.org](mailto:GuestServiceJobs@bay.org).