



Job Title: Guest Experience Associate (part-time)

Department: Education and Interpretation

Reports to: Guest Experience Lead

Starting hourly wage: \$8.70 (25-29 hours per week)

General Summary of Qualities

The Greater Cleveland Aquarium is seeking enthusiastic, passionate, customer service oriented, conservation-minded individuals to join the education and interpretive team. The Guest Experiences Associates are responsible for ensuring Aquarium guests have a fun, safe, and educational experience.

Responsibilities

- Interpret galleries and exhibits for guests through engaging conversations about freshwater and saltwater animals, conservation, and Aquarium operation.
- Ensure animal safety by communicating behavior expectations to guests, particularly when staffing animal interactive areas
- Operate the point of sales system for ticket purchases or annual pass scan, purchase, or renewal
- Cashier accurately to ensure correct input of ticket information and that cash drawers are balanced at the end of each shift
- Promote the value of annual passes, events, education programs, and other interactive experiences to guests.
- Facilitate and interpret daily Aquarium programming including Sharks & SCUBA talk, stingray feed, educational animal encounters, animal feeds, and value added event activities.
- Conduct educational programs and tours for school groups (ages preschool through college), day camps, groups with disabilities, senior groups, and families.
- Host birthday parties, overnight programs, shark dive programs, very important guest tours, after hours events, and other interactive programs as needed.
- Promote Aquarium initiatives at on-site and off-site events through interactive tabling, educational activities, crafts, and dressing as or assisting with the mascot.
- Assist dive team with dry-side safety procedures while divers are in the shark exhibit.
- Assist with customer care, including but not limited to: emergency evacuations, lost and found, separated guests, lightening protocol, etc.
- Politely manage traffic flow through the Aquarium, efficiently handling large crowds and the logistics associated with their control.
- Adhere to company policies including but not limited to: maintaining open communication with management, adhering to uniform standards, conducting work with professional demeanor, arriving on time for scheduled shifts, responding professionally to performance feedback, etc.
- Thorough knowledge of applicable Company and departmental policies and procedures as well as the willingness to learn and follow any policy or procedure that may be introduced in the future.

- Maintain an open line of communication with management
 - Maintain a positive and professional demeanor during all interactions with guests, fellow employees, and vendors
 - Ability to accept performance feedback in a professional manner
 - Regular attendance to all scheduled shifts is considered an essential function of the job
 - Arriving on time for all scheduled shifts is considered an essential function of the job
- Other duties as assigned by Guest Experience Lead or Director of Education and Interpretation

Skills, Education, and Requirements

- Positive, fun, and passionate personality
- Punctual and reliable
- Comfort working in high energy environment with heavy public interaction
- Ability to maintain courteous manner, be flexible and solve problems under a variety of changing circumstances
- Ability to count and verify revenue and have consistently accurate cash handling transactions; previous cash handling experience preferred
- Function well within a team environment and maintain positive interactions with coworkers and guests
- Interest in learning about the Aquarium's galleries, animals, and programs
- Willing to learn how to handle aquatic animals and reptiles
- Comfort speaking to both small groups and large audiences
- Willing to become certified in First-Aid, CPR, and AED usage
- Must have open availability for rotating shifts on Saturdays, Sundays, and at least 2 additional days during the week; including holidays and evenings as assigned

To Apply

The Aquarium is an EOE employer. To be considered for this position, please submit resume and employment application to Erin Carpenter, Director of Education and Interpretation, ecarpenter@greaterclevelandaquarium.com.