



Job Title: Guest Experience Lead (Part-Time)

Department: Education and Interpretation

Reports to: Director of Education and Interpretation

General Summary of Qualities

The Part-Time Guest Experience Lead is responsible for supervising the team of Guest Experience Associates, and with them, ensure that guests have a safe, fun, and educational visit to the Greater Cleveland Aquarium. Guest Experience Lead also supervises the point of sales operations at the Aquarium Ticket Counter.

Responsibilities

- Maintain a high quality of guest service according to Jacobs Entertainment, Inc. Mission Statement and F.A.S.T. Track Values Statement.
- Execute all tasks outlined in the Guest Experience Associate job description with high proficiency.
- Ensure guests have a safe, fun, and educational visit in all aspects (ticket counter, gallery interpretation, interactive programs, etc.)
- Supervise the team of Guest Experience Associates, leading through example and formal training, to ensure they have the resources and skills needed to carry out the tasks described in their job description.
- Provide work direction and coaching to Guest Experience Associate team, maintain daily performance logs, and ensure daily operations are staffed with appropriately trained team members.
- Oversee daily operations at the Aquarium Ticket Counter including ticket and membership sales, accurate cashing, daily revenue verification, guest questions, upsell programs and events, etc.
- Develop an intimate understanding of the point of sales software, and Aquarium ticket policies, to assist with advanced level ticketing scenarios.
- Conduct monthly cash audits, bi-monthly cash deposits, change orders, and other tasks related to revenue record keeping.
- Assist Director on Duty and Security to monitor capacity, assist with guest flow, and redirect guest behavior as needed.
- Assist with guest care, including but not limited to: first aid, emergency evacuations, and lost and found.
- Create, prepare, and monitor supplies for Aquarium special events.
- Host evening events in the Aquarium, ensuring Aquarium, staff, and guest needs are met.
- Facilitate birthday parties, overnight programs, education tours, and other special events as needed.
- Maintain the safety, cleanliness and organization of work areas including galleries, staff areas, and electronic records.
- 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.

- Adhere to all appearance and uniform standards.
- 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 Director of Education and Interpretation.

Skills, Education, and Requirements

- Comfort working in a high energy environment with heavy public contact.
- Excellent communication and intrapersonal skills.
- Excellent customer service skills.
- Accurate cash handling skills.
- Organized and detail oriented.
- Ability to communicate calmly and professionally under a variety of circumstances.
- Problem solving skills.
- Proficient computer skills with ability to operate point of sales software, Microsoft office suite, and web-based programs.
- Strong teamwork skills.
- Available to work weekdays, weekends, evenings and holidays as assigned.
- High school diploma or equivalent required, college degree preferred.
- Minimum of one year of experience in hospitality/tourist-based operation preferred.
- Previous cash handling experience preferred.
- Willingness to become certified in First Aid and CPR
- Required to wear the Greater Cleveland Aquarium uniform during shifts.

To Apply

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