

Property: Greater Cleveland Aquarium
Department: Curation
Job Title: Exhibit Diver

Reports to: *Diving Safety Coordinator*

General Summary of Job Duties

The Exhibit Diver maintains exhibits, observes animals and interprets diving activities for guests.

Principle Responsibilities and Duties

- Maintain a high quality of guest service according to Jacobs Entertainment, Inc. Mission Statement and F.A.S.T. Track Values Statement.
- Assume role of working diver under OSHA regulations outlined by OSHA 29 CFR 1910 Subpart T
- Adhere to and implement policies and procedures in the Greater Cleveland Aquarium Diving Safe Practices Manual
- Perform multiple dives per day with bottom time up to 4 hours per dive in 48 – 84 °F water
- Diving activities include but are not limited to: cleaning and maintenance of acrylic, décor, walls, rockwork and substrate; interpretative dive talks for guests; animal husbandry tasks, enrichment and observations
- Monitor diving activities topside as the surface safety diver/dive tender and be prepared to follow protocols to provide assistance in an emergency situation
- Maintain and inspect dive equipment ensuring all is within the proper operating parameters to provide a safe working environment including but not limited to BCDs, regulators, cylinders, full face masks, underwater communications equipment and umbilical's
- Perform interpretive educational dive programs which engage guests, both in and out of the water on a microphone
- Conduct underwater observations of the animals and exhibit while reporting unusual findings to an Aquarist
- Fill air cylinders after every dive with a high pressure breathing gas storage system
- Maintain a clean and orderly back of house work area
- Assist with feeding, care of exhibit animals, and miscellaneous life support system maintenance
- Maintain detailed logs of all diving activities
- Perform special diving activities for holiday events, which may include after hour shifts
- Interface with other GCA departments regarding diving activities, programs, and media events
- Work closely with the curation team and support the work of the department
- Report to GCA in a timely manner, if called upon, in response to an emergency event, which may include hazardous weather, loss of power, animal health, or exhibit maintenance
- Be a good ambassador of the Greater Cleveland Aquarium
- 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 guest, 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 Diving Safety Coordinator

General Job Responsibilities and Duties

To perform the job successfully, an individual should demonstrate the following F.A.S.T. Track Principles:

- **FRIENDLINESS**
 - Offer a warm greeting to everyone you encounter with a smile and eye contact.
 - Practice mutual respect by dealing honestly in all interactions.
 - Use genuine listening skills and offer sincere responses.
 - Promote positive interactions with both external and internal guests through sincere greeting and communications.

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- Be approachable, listen and lead by example.
- **ACCOUNTABILITY**
 - Be proactive and positive.
 - If I don't know, I'll find out and if we don't have it, I'll try to get it.
 - Manage staff effectively with timely reviews and address performance issues.
 - Support and practice the F.A.S.T. Track Principles from the executive level to the front line staff level.
 - Acquire knowledge, training and education. Communicate it to all employees.
- **SERVICE EXCELLENCE**
 - Anticipate our guests' needs before they ask.
 - Contribute ideas and solutions to improve customer service.
 - Escort our guests rather than point.
 - Take personal pride in the quality of your work.
 - Actively seek feedback from our guests concerning our service and atmosphere.
- **TEAM WORK**
 - Share and explain information.
 - Involve managers and employees in business development decisions and cost savings initiatives.
 - Great teams consist of great performers.
 - Create a culture of two-way communication with employees and guests.
 - Be courteous, kind and patient with each other.

Skills, Education and Other Requirements

- Minimum certification of Open Water diver or equivalent
- Preferred 30 logged open water dives and logged dives within last 6 months
- Complete Medical Statement with medical qualification to dive signed by a physician (MD/DO)
- Must sign the COVID-19 Diving Health Declaration Policy
- Ability to acquire First Aid/CPR and Oxygen provider certification by recognized agency or certification
- Demonstrate comprehensive knowledge of dive skills and complete the Greater Cleveland Aquarium Dive Training Program as laid out in the GCA Diving Safe Practices Manual
- Must dive in close proximity to animals including fish, sharks, stingrays and eels
- No impairment of sight, smell, hearing, touch, balance and agility of movement, which might interfere with ability to work. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- Ability to lift weight of dive gear up to 70 pounds and capable of physical work
- Must be able to climb stairs and ladders with weight of dive gear
- Must be of sound body and mind to dive
- Must disclose any history of dive related injuries
- Must be able to work cohesively within a team setting
- Required to work a minimum of 4 shifts per month
- Maybe asked to report during emergency situations
- Must be at least 18 years of age

Required Work Cards

- Identification that establishes identity.
- Identification that establishes the right to work in the United States.
- Dive Certification card

Machinery, Work Equipment, Programs, Software, Hardware Used

- All dive related equipment including but not limited to BCDs, regulators, cylinders, full face masks, umbilical's, high pressure breathing gas storage systems, and underwater communication equipment
- Microsoft Office suite of software

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Physical Requirements of Job

Rarely – the activity is performed from 1% - 25% of the duration of the shift.

Occasionally – the activity is performed from 26% - 50% of the duration of the shift.

Frequently – the activity is performed from 51% - 75% of the duration of the shift.

Continuously - the activity is performed from 76% - 100% of the duration of the shift.

Not Applicable (N/A) – this activity is not performed during the performance of this job.

Activity	Frequency of Occurrence				
	Rarely	Occasionally	Frequently	Continuously	N/A
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending (from waist)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouching (squat)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working Overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching					
Below Knees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waist to Knees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At Waist Level	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waist to Chest	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chest to Shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Above Shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing					
Stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
# of Stairs	Varies from 6-20				
Ladders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Height of Ladder:	Varies – up to 8 feet				
Pushing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distance Pushed:	200- 300 yards				
Ave. Weight Pushed:	30-100 lbs.				
How Pushed:	Hand cart				
Pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distance Pulled:	200-300 yards				
Ave. Weight Pulled:	30-100 lbs.				
How Pulled:	Hand cart				
Lifting from -					
Floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knee	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chest	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Items Lifted:	Dive gear, salt, and other supplies				
Distance Lifted:	varies				
Ave. Weight Lifted:	up to 75 lbs				
How Lifted:	by hand or cart				
Carrying	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Items Lifted:	Dive gear, salt, other supplies				

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Distance Carried: varies
 Ave. Weight Carried: up to 75 lbs
 How carried: by hand or cart

Twisting

Upper Trunk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lower Trunk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Dexterity Requirements:

	Yes	No		Yes	No
Fingering (picking, pinching, fine movements)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wrist Motion (repetitions, flexion/rotation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Handling (holding, grasping)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Feet (foot pedals)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Environmental Conditions

The work environment characteristics described here are representative of those a Employee encounters while performing the essential functions of this job.

	YES	NO		YES	NO
Wet or humid conditions (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Work in high or precarious positions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wet or humid conditions (weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Power equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extreme temperatures (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Work near moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extreme temperatures (weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Electrical hazard	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk on concrete	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vibrations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk on uneven surface	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Chemical hazard	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Slick or slippery surface	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exposure to noise	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Contact with natural gas & other compresses gasses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fumes or airborne particles (including cigarette smoke & dust)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Works alone	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Work with bio-hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cramped quarters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Possible exposure to bio-hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>

ACKNOWLEDGEMENTS

Employee Acknowledgement

By signing this form I understand and acknowledge understanding of the job description for a Diving Safety Coordinator. I further acknowledge I am able to perform all functions, duties and physical requirements related to the position of a Diving Safety Coordinator. Additionally, I understand further functions, duties and/or physical requirements may be subject to change depending upon management discretion and that the preceding job description has been designed to indicate the general nature and level of work performed by Employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

 Employee Name (please print)

 Employee Signature

 Date

**Following to only be completed when issued in conjunction with
 Workers Comp or an ADA Accommodation Request.**

Physician Acknowledgement – Without Restrictions

By signing this form I hereby understand that the attached Job Description describes the average work situation for the above mentioned Employee to **full duty without restrictions** based on the information contained in this job description for a Diving Safety Coordinator.

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Physician Name (please print)

Physician Signature

Date

Physician Acknowledgement – With Restrictions

If full duty release is not possible, I have noted on this form categorically the restrictions I recommend.

Physician Name (please print)

Physician Signature

Date

ADDITIONAL COMMENTS:

