



Job Title: Guest Experience Associate (part-time)

Department: Guest Experience

Reports to: Guest Experience Lead

Starting hourly wage: \$9.50 (21-29 hours per week)

General Summary of Qualities:

The Greater Cleveland Aquarium is seeking team members who love sharing their passion for animals and the environment with others. The Guest Experience Associates are responsible for ensuring Aquarium guests have a safe, memorable, fun, and educational visit.

The Position:

As a Guest Experience Associate (part-time) you will:

- Engage with guests to create a memorable, fun, and educational experience at the Aquarium
- Facilitate daily Aquarium programming including the stingray touchpool interactions, educational animal encounters, interactive gallery Q&As, etc.
- Operate the point of sales system, and cashier accurately, for ticket and annual pass sales.
- Assist with guest flow management to ensure animal and human safety, disperse crowds, execute emergency evacuations, reunite separated guests, etc.
- Conduct educational programs and tours for school groups, adult groups, and families.
- Host birthday parties, overnight programs, after hours events, and other interactive programs.
- Promote Aquarium initiatives at on-site and off-site events through interactive tabling, educational activities, crafts, and dressing as or assisting with the mascot.
- Adhere to company policies such as: maintaining open communication with management, complying with uniform standards, conducting work with professional demeanor, arriving on time for scheduled shifts, responding professionally to performance feedback, etc.
- Other duties as assigned by Guest Experience Lead or Director of Guest Experience

Position Preferences:

- Naturally enjoy interacting with people of all ages
- Passion for animals and the environment
- Able to work a flexible schedule including weekends, evenings, and holidays
- Able to maintain a positive and friendly relationship with guests and teammates under a variety of circumstances
- Comfort working in a high energy environment with both small groups and larger audiences
- Punctual and reliable
- Familiarity and comfort using a computer
- Prior cash handling experience is a plus

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequently stand, walk, and use of hand dexterity for fine movements and handling.
- Occasionally bend, stoop, crouch, and reach.
- Occasionally lift and carry supplies up to 30 pounds.

To Apply

The Aquarium is an EOE employer. To be considered for this position, please submit your resume to James Pulley, Director of Guest Experience, jpulley@greaterclevelandaquarium.com.