



Job Title: Guest Experience Associate (part-time)

Department: Guest Experience

Reports to: Guest Experience Lead

Starting hourly wage: \$9.75 (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:

- Greet guests with a smile, a verbal greeting, and approachable friendliness
- Provide engaging interaction, and entertainment experiences to excite curiosity about animals and conservation
- Support guest service needs by working posts in any gallery as assigned
- Operate the point of sales system for ticket and annual pass sales
- Facilitate daily programs including touch pool interactions, animal encounters, discovery carts, and gallery Q&As
- Fully understands operating procedures and communicates safety instructions to guests
- Assist with guest flow management to ensure animal and guest safety
- Supports informal and formal interpretive experiences, program, and events
- Create opportunities to share marketing messages that support both the Aquarium's mission and business goals
- Project a professional image while in uniform and when using the microphone and radio
- Provide service as needed through active listening and offering solutions that successfully balance guest and Aquarium needs. Understand when to solve the problem and when to engage a Guest Experience Lead.
- Offers recommendations to improve guest experience to leadership
- Other duties as assigned by Guest Experience Lead or Director of Guest Experience

Position Preferences:

- Passion for animals and the environment
- Self-motivation, enthusiasm, and willingness to learn
- Maintains a friendly, courteous attitude
- Outstanding customer service skills, with demonstrated ability to act quickly to give assistance
- Must be able to demonstrate excellent cash handling skills, to include counting money, calculating change, and accurately recording a transaction
- Excellent communication skills
- Maintain a working relationship with internal departments (security, animal care, housekeeping, gift shop, etc.)

- Demonstrates safe operation including responding appropriately and assisting in potential emergency situations
- Participates in training sessions as assigned to develop skills and support the needs of the team
- Ability to master and then deliver conservation messaging and interpretation with high degree of confidence
- Ability to work independently and as a team
- Able to work a flexible schedule including weekends, evenings, and holidays
- Punctual and reliable
- Familiarity using a computer and iPad
- Microsoft Office applications and ticketing software
- Headset with microphone and audio equipment

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. To be considered for this position, please submit your resume to James Pulley, Director of Guest Experience, jpulley@greaterclevelandaquarium.com.