



Job Title: Guest Experience Associate

Job Status: Part-time

Schedule: Weekends required, up to 27 hours/week

Hourly Wage: \$11.30/hour

Department: Guest Experience

Reports to: Guest Experience Associate Lead

General Summary of Job Duties

Greater Cleveland Aquarium is seeking an enthusiastic team member who enjoys engaging with guests and sharing a passion for animals and the environment. The Guest Experience Associate supports daily operations and ensures all visitors receive a welcoming, educational and memorable experience.

Key Responsibilities

- Work scheduled shifts typically from 9:30am–5:15pm, including weekends, holidays and occasional early openings or extended evening hours.
- Arrive on time and prepared to work.
- Follow F.A.S.T. Track service standards: make eye contact at 10 feet, smile at 5 feet and offer a friendly verbal greeting at 3 feet.
- Deliver engaging, informative interactions that promote curiosity about animals and conservation.
- Perform a variety of daily duties including guest engagement, wayfinding, program facilitation, ticketing and membership sales.
- Support guest needs in any assigned gallery.
- Operate the point-of-sale system for tickets and memberships, including accurate cash and credit transactions.
- Facilitate guest programs such as touchpool interactions, animal encounters, discovery carts, gallery Q&As and microphone presentations.
- Maintain knowledge of operating procedures and assist with guest flow and safety protocols, including emergency procedures.
- Provide responsive, solution-oriented service, engaging Leads, Security or Directors when appropriate.
- Recommend improvements to enhance the guest experience.
- Perform other duties as assigned by Guest Experience leadership.

Requirements

- Availability on Saturdays and Sundays (7–21 hours/week).
- Reliable and punctual.
- Previous customer service experience.
- Passion for animals, conservation and guest engagement.
- Self-motivated, enthusiastic and eager to learn.
- Friendly, professional demeanor.
- Strong customer service and problem-solving skills.
- Demonstrated cash-handling proficiency, including counting money and making accurate change.
- Basic computer competency.
- Excellent verbal communication skills.
- Ability to work both independently and collaboratively.

- Commitment to fostering a positive, respectful and fun work environment.
- Must pass background and drug screenings.

Physical Requirements

Reasonable accommodation may be made for qualified individuals with disabilities.

- Frequent standing, walking and hand dexterity for fine motor tasks.
- Ability to lift, carry and push items up to 40 pounds.

To Apply

Greater Cleveland Aquarium is an equal opportunity employer. Please submit your resume to:

James Pulley, Director of Guest Experience

jpulley@greaterclevelandaquarium.com