



**Job Title:** Guest Experience Associate (part-time)

**Department:** Education and Interpretation

**Reports to:** Guest Experience Lead

**Starting hourly wage:** \$8.30 (25-30 hours per week)

### **General Summary of Qualities**

The Greater Cleveland Aquarium is seeking enthusiastic, optimistic, customer service oriented, conservation-minded individuals to join the education and interpretive team. The Guest Experience Associates are responsible for ensuring Aquarium guests have a fun, safe, and educational experience.

### **Responsibilities**

- Interpret galleries and exhibits for guests through engaging conversations about freshwater and saltwater animals, conservation, and Aquarium operation.
- Ensure animal safety by communicating behavior expectations to guests, particularly when staffing touch pool galleries.
- Operate the point of sales system to assist guests with ticket purchase or annual pass scan, purchase, or renewal.
- Cashier accurately to ensure correct input of ticket information and that receipts are balanced at the end of each shift.
- Promote the value of annual passes, events, education programs, and other interactive experiences to guests.
- Facilitate and interpret daily Aquarium programming including Sharks & SCUBA talk, stingray feed, educational animal encounters, animal feeds, and value added event activities.
- Conduct educational programs and tours for school groups (ages preschool through college), summer day camps, groups with disabilities, senior groups, and families.
- Host birthday parties, overnight programs, shark dive programs, very important guest tours, and other interactive programs as needed.
- Assist dive team with dry-side safety procedures while divers are in the shark exhibit.
- Assist with customer care, including but not limited to: emergency evacuations, lost and found, separated guests, lightening protocol, etc.
- Politely manage traffic flow through the Aquarium, efficiently handling large crowds and the logistics associated with their control.
- Adhere to company policies including but not limited to: maintaining open communication with management, adhering to 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 Education and Interpretation.

### **Skills, Education, and Requirements**

- Positive, fun, and optimistic personality
- Punctual and reliable
- Comfort working in high energy environment with heavy public interaction

- Ability to maintain courteous manner, be flexible and solve problems under a variety of changing circumstances
- Ability to count and verify revenue and have consistently accurate cash handling transactions; previous cash handling experience preferred
- Function well within a team environment and maintain positive interactions with coworkers and guests
- Interest in learning about the Aquarium's galleries, animals, and programs
- Willing to carry a radio and wear an approved Greater Cleveland Aquarium uniform during working hours.
- Willing to become certified in First-Aid, CPR, and AED usage
- Must have open availability for rotating shifts on Saturdays, Sundays, and at least 2 additional days during the week; including holidays and evenings as assigned
- Minimum of one year of experience in a hospitality or tourist-based operation preferred
- Identification that establishes identity and establishes the right to work in the United States.

### **To Apply**

The Aquarium is an EOE employer. To be considered for this position, please submit resume and employment application to Charlotte Cotter, Guest Experience Lead, [ccotter@greaterclevelandaquarium.com](mailto:ccotter@greaterclevelandaquarium.com).