



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 Experiences 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.