

Property: Greater Cleveland Aquarium
Department: Education and Interpretation
Job Title: Guest Experience Lead

Reports to: Director of Education and Interpretation

General Summary of Job Duties

The Guest Experience Lead is responsible for the day-to-day logistics and operations for the Guest Experience Associate team, ensuring that they have the training and resources they need to provide our guests with a fun and educational experience at the Greater Cleveland Aquarium.

Principle Responsibilities and Duties

- Maintain a high quality of guest service according to Jacobs Entertainment, Inc. Mission Statement and F.A.S.T. Track Values Statement.
- Ensure that the Guest Experience Associate team follows overall operational procedures to meet the needs of all guests during their visit. Procedures include but are not limited to ticketing revenue, guest access, guest flow, interpretation, and informal education.
- Maintain a full team of part-time and seasonal Guest Experience Associates, to facilitate operations and events. With the Director of Education & Interpretation, hire and train Guest Experience Associates, to maintain the highest standards of guest service.
- Provide, coordinate, schedule, and track on-going training and work direction for Guest Experience Associates.
- Offer guidance and coaching for staff as needed.
- Create and issue a bi-weekly shift schedule. Track employee attendance and punctuality.
- Organize and update daily Guest Experience Associate staff assignments, ensuring all operational needs of the day are covered by appropriately trained staff.
- Host evening events in the Aquarium up to several evenings per month, ensuring staff and guest needs are met.
- Count and verify revenue. Compare system totals with revenue in cash drawers to verify balances.
- Assist with guest care, including but not limited to: first aid, emergency evacuations and lost and found.
- Maintain the safety, cleanliness and organization of all work and break areas, both in view of the general public and behind the scenes.
- Maintain constant interaction with our guests to ensure an excellent visitor experience.
- Keep Director of Education and Interpretation informed of essential issues and offer solutions.
- Thorough knowledge of applicable Company and departmental policies and procedures as well as the willingness to learn and follow any policy or procedure that may be introduced in the future.
- Adhere to all appearance and uniform standards.
- Maintain an open line of communication with Management.
- Maintain a positive and professional demeanor during all interactions with guest, fellow employees, and vendors.
- Ability to accept performance feedback in a professional manner.
- Regular attendance to all scheduled shifts is considered an essential function of the job.
- Arriving on-time for all scheduled shifts is considered an essential function of the job.
- Other duties as assigned by the Director of Education and Interpretation.

General Job Responsibilities and Duties

To perform the job successfully, an individual should demonstrate the following F.A.S.T. Track Principles:

- **FRIENDLINESS**
 - Offer a warm greeting to everyone you encounter with a smile and eye contact.
 - Practice mutual respect by dealing honestly in all interactions.
 - Use genuine listening skills and offer sincere responses.
 - Promote positive interactions with both external and internal guests through sincere greeting and communications.
 - Be approachable, listen and lead by example.
- **ACCOUNTABILITY**
 - Be proactive and positive.
 - If I don't know, I'll find out and if we don't have it, I'll try to get it.

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- Manage staff effectively with timely reviews and address performance issues.
- Support and practice the F.A.S.T. Track Principles from the executive level to the front line staff level.
- Acquire knowledge, training and education. Communicate it to all employees.
- **SERVICE EXCELLENCE**
 - Anticipate our guests' needs before they ask.
 - Contribute ideas and solutions to improve customer service.
 - Escort our guests rather than point.
 - Take personal pride in the quality of your work.
 - Actively seek feedback from our guests concerning our service and atmosphere.
- **TEAM WORK**
 - Share and explain information.
 - Involve managers and employees in business development decisions and cost savings initiatives.
 - Great teams consist of great performers.
 - Create a culture of two-way communication with employees and guests.
 - Be courteous, kind and patient with each other.

Skills, Education and Other Requirements

- Must be comfortable working in a high energy environment with heavy public contact.
- Must be able to count and verify revenue, and have consistently accurate cash handling abilities.
- Ability to maintain courteous manner, be flexible and solve problems under a variety of circumstances
- Must enjoy the team environment and interaction with coworkers and guests
- Must be committed to providing enthusiastic service to Aquarium guests at all time
- Must be able to work weekends, evenings and holidays as assigned.
- Must have a High School Diploma, College Degree preferred.
- Minimum of one-year in hospitality/tourist based operation preferred.
- Previous cash handling experience preferred.
- Must be willing to become certified in First-Aid, CPR and in AED usage.
- Required to carry a radio.
- Required to wear an approved Greater Cleveland Aquarium uniform during working hours.

Required Work Cards

- Identification that establishes identity.
- Identification that establishes the right to work in the United States.

Machinery, Work Equipment, Programs, Software, Hardware Used

- PC with Office Suite of programs

Physical Requirements of Job

Rarely – the activity is performed from 1% - 25% of the duration of the shift.

Occasionally – the activity is performed from 26% - 50% of the duration of the shift.

Frequently – the activity is performed from 51% - 75% of the duration of the shift.

Continuously - the activity is performed from 76% - 100% of the duration of the shift.

Not Applicable (N/A) – this activity is not performed during the performance of this job.

Activity	Frequency of Occurrence				
	Rarely	Occasionally	Frequently	Continuously	N/A
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending (from waist)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Stooping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Crouching (squat)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Balancing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working Overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Driving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching					
Below Knees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waist to Knees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At Waist Level	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waist to Chest	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chest to Shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Above Shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing					
Stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
# of Stairs					
Ladders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Height of Ladder:					
Pushing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Distance Pushed:					
Ave. Weight Pushed:					
How Pushed:					
Pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Distance Pulled:					
Ave. Weight Pulled:					
How Pulled:					
Lifting from -					
Floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knee	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chest	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Items Lifted:	program supplies, office supplies, brochures, etc.				
Distance Lifted:	varies				
Ave. Weight Lifted:	up to 30 lbs				
How Lifted:	by hand				
Carrying	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Items Lifted:	program supplies, office supplies, brochures, etc				
Distance Carried:	varies				
Ave. Weight Carried:	up to 30 lbs				
How carried:	by hand				
Twisting					
Upper Trunk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lower Trunk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dexterity Requirements:					
	Yes	No	Yes	No	
Fingering (picking, pinching, fine movements)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wrist Motion (repetitions, flexion/rotation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Handling (holding, grasping)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Feet (foot pedals)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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Environmental Conditions

The work environment characteristics described here are representative of those a Employee encounters while performing the essential functions of this job.

	YES	NO		YES	NO
Wet or humid conditions (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Work in high or precarious positions	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wet or humid conditions (weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Power equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Extreme temperatures (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Work near moving mechanical parts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Extreme temperatures (weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Electrical hazard	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walk on concrete	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vibrations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walk on uneven surface	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Chemical hazard	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Slick or slippery surface	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Exposure to noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Contact with natural gas & other compresses gasses	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Fumes or airborne particles (including cigarette smoke & dust)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Works alone	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Work with bio-hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cramped quarters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Possible exposure to bio-hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>

ACKNOWLEDGEMENTS

Employee Acknowledgement

By signing this form I understand and acknowledge understanding of the job description for a Guest Experience Lead. I further acknowledge I am able to perform all functions, duties and physical requirements related to the position of a Guest Experience Lead. Additionally, I understand further functions, duties and/or physical requirements may be subject to change depending upon management discretion and that the preceding job description has been designed to indicate the general nature and level of work performed by Employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Employee Name (please print)

Employee Signature

Date

**Following to only be completed when issued in conjunction with
Workers Comp or an ADA Accommodation Request.**

Physician Acknowledgement – Without Restrictions

By signing this form I hereby understand that the attached Job Description describes the average work situation for the above mentioned Employee to **full duty without restrictions** based on the information contained in this job description for a Guest Experience Lead.

Physician Name (please print)

Physician Signature

Date

Physician Acknowledgement – With Restrictions

If full duty release is not possible, I have noted on this form categorically the restrictions I recommend.

Physician Name (please print)

Physician Signature

Date

ADDITIONAL COMMENTS: