



**Job Title:** Guest Experience Lead (Full-time)

**Department:** Guest Experience

**Reports to:** Director of Guest Experience

### **General Summary of Qualities**

The Guest Experience Lead is responsible for the day-to-day logistics for ticketing 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.

### **Responsibilities**

- 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 Guest Experience Associates, to facilitate operations and events. With the Director of Guest Experience, 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.
- Assist with creating a bi-weekly shift schedule. Track employee attendance and punctuality.
- Organize and update daily Guest Experience Associates assignments, ensuring all operational needs of the day are covered by appropriately trained staff.
- Process transactions for the sales of admissions, memberships, programs, and gift cards while practicing proper cash handling procedures.
- Count, verify, and document revenue. Compare system totals with revenue in cash drawers to verify balances and complete daily deposits.
- Complete vault audits and change order requests.
- Daily supervision and implementation of guest facing interpretive programming and experiences.
- Coordinate with other departments to enhance the guest experience.
- Keep up to date on all Aquarium offerings and promotions and ensure that there is consistency for e-commerce options.
- Assist with guest care, including but not limited to: first aid, emergency evacuations and lost and found.
- Ensure the safety, cleanliness and organization of all work and break areas and replenish supplies.
- Maintain constant interaction with our guests to ensure an excellent visitor experience, while assisting to resolve any service issues.
- Keep Director of Guest Experience informed of essential issues and offer solutions.
- Collaborate with Directors to adjust operational processes based on guest and facility needs.
- Ability to accept performance feedback in a professional manner.

- Regular attendance to all scheduled shifts is considered an essential function of the job.
- Other duties as assigned by the Director of Guest Experience.

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

- Must have a High School Diploma, College Degree in related field preferred.
- Two years of experience in customer service, in a supervisory role preferred.
- Previous cash handling experience preferred.
- 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.
- Strong technology skills with hardware and knowledge in Windows-based applications and point of sale software.
- Strong communication skills both verbal and written.
- 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
- Strong desire to learn about conservation, aquatic animals and interpretation techniques.
- Must be committed to providing enthusiastic service to Aquarium guests at all times.
- Respect of confidentiality.
- Ability to organize and orchestrate multiple activities simultaneously.
- Must be able to work weekends, evenings and holidays as assigned.
- Must be willing to become certified in First-Aid, CPR and in AED usage.
- Required to carry a radio.
- Ability to pass a background check and pre-employment drug screening.

### **To Apply**

The Aquarium is an EOE. To be considered for this position, please submit resume and cover letter to [jpulley@greaterclevelandaquarium.com](mailto:jpulley@greaterclevelandaquarium.com).