



JOB POSTING

Job Title: Seasonal Guest Experience Liaison

Status: Part-time

Number of Positions: 12

Classification: Non-Exempt

Reports to: Guest Experience Supervisor

Description

Reporting to the Guest Experience Supervisor, this position shall provide a primary role in the operations and functions of the Sales Department of the Aquarium, with final authority in such matters remaining with the President/CEO.

The Seasonal Guest Experience Liaison's primary objective and responsibility is to provide world-class customer service to Aquarium visitors and members. The Liaison will also be responsible for the oversight of guest safety and will serve as front-line and initial contact for questions and inquiries.

Essential Responsibilities

- Accurately operate cash and admission registers in accordance with cash handling policies and procedures
- Maintain merchandise counters, computers, sales floor and displays in a clean and orderly manner
- Assist in keeping sales floor stocked and orderly at all times
- Consistently demonstrates courteous and professional behavior in all work aspects with all team members and guests
- Works as part of a team to increase productivity and while providing excellent guest service
- Provides excellent customer service to guests and employees
- Receive, field and direct incoming business phone calls
- Provide printed materials and advertisements for Aquarium fundraisers, events and promotions as requested
- Notify and contact appropriate departments for issues related to guest, animal or team member safety
- Assists with stock and merchandise inventories, as scheduled by the Supervisor
- Become familiar with and utilize loss prevention training to minimize theft
- Possess a working familiarity with gift shop merchandise and sales policies
- Maintain a working knowledge of emergency and crisis management, procedures and protocols
- Provide crowd control, supervision of guests, and educational interpretation at public touch pools.
- Conduct on-site guest encounters at the public touch pools
- Special projects as assigned by Aquarium Leadership

Requested Requirements

- Must be willing to work a flexible schedule that includes weekdays, weekends, early mornings, evenings and holidays
- Must be comfortable interacting with large groups of people and providing excellent customer service and education content.
- Must have basic computer skills
- Must be able to multitask while maintaining a positive attitude to ensure excellent guest service
- Good organizational skills
- Able to add, subtract, multiply and divide.

Working Conditions

- Able to lift 25 pounds.
- Able to stand for 8 hour shifts.
- Be able to kneel, bend, stand, and climb a ladder.

Salary Range

\$16.00

To Apply

Please send resume and cover letter to kdaloise@aquariumofniagara.org Be sure to include **Seasonal Guest Experience Liaison** in the subject line of any correspondences.

The Aquarium of Niagara is an equal opportunity employer. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, color, creed, religion, sex, age, national origin, citizenship, sexual orientation, marital status, or any other classification protected by federal, state, or local law.