



JOB POSTING

Job Title: Senior Guest Experience Liaison

Status: Full-time

Number of Positions: 1

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 Guest Experience Department of the Aquarium, with final authority in such matters remaining with the President/CEO. The Senior Guest Experience Liaison's primary objective is to provide world-class customer service to Aquarium visitors and members, while booking and executing private events at the Aquarium of Niagara with internal department and external vendors. The Senior Guest Experience 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

- Serve as primary information and booking contact point for guest experience programs including tour groups, school groups, private rentals, birthday parties and sleepovers
- Train all Guest Experience staff on events and bookings policies and procedures
- Coordinate all aspects of private rentals and usage of the event room and Aquarium facilities, including managing the operational calendar, walk-through meetings, contract preparation, vendor suggestions, client interaction, and invoicing; serve as point person for day-of-event coordination
- Exceed budgetary targets for birthday parties, private rentals, and sleepovers
- Engage community partners and vendors
- Provide printed materials and advertisements for Aquarium fundraisers, events, and promotions as requested
- Serve as back-up to Guest Experience Supervisor on day-to-day operations
- Consistently demonstrates courteous and professional behavior in all work aspects with all team members and guests
- Upholds a high standard of safety for self, other employees, and guests
- Maintain a working knowledge of emergency and crisis management, procedures, and protocols
- Promote and contribute positively to a culture of learning, development, training, and sharing of ideas
- Other duties as assigned by the Aquarium Leadership team

Requested Requirements

- Must be willing to work a flexible schedule including weekdays, weekends, early mornings, evenings, overnights, and holidays
- High school diploma required. College degree in hospitality, sales, or business-related field preferred
- 2-3 years experience in event logistics
- 2-3 years of supervisory experience
- Proficient use in Microsoft Office software, including Microsoft Outlook, Word, and Excel
- Must be comfortable interacting with large groups of people of all ages and aptitudes while providing excellent customer service
- Ability to multi-task as part of a fast-paced environment
- Outstanding customer service skills and be able to represent the Aquarium of Niagara at all levels with professionalism and pride
- Exquisite attention to detail, and attitude of personal accountability
- Must demonstrate excellent oral and written communication skills
- Ability to work independently, at times with minimal supervision, as well as on a team as necessary

Working Conditions

- Able to lift 25 pounds
- Able to stand for 8 hour shifts

Salary Range

\$18.00-\$20.00/hour

To Apply

Please send resume and cover letter to kdaloise@aquariumofniagara.org Be sure to include **Senior 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.