



JOB POSTING

Job Title: Seasonal Sales Associate
Status: Seasonal
Number of Positions: 10

Classification: Hourly
Reports to: Supervisor of Sales (Interim: Director of Finance)

Description

Reporting to the Supervisor of Guest Services, 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 Executive Director.

The Guest Service Associate's primary objective and responsibility is to provide world-class customer service to Aquarium visitors and members. The Guest Service Associate 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 operates cash and admission registers in accordance with cash handling policies and procedures
- Assists guests with membership packages and follows through to point of sale
- Maintains merchandise counters, computers, sales floor and displays in a clean and orderly manner
- Assists in keeping sales floor stocked and orderly at all times
- Upholds a high standard of safety for self, other employees, and guests
- 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
- Notifies and contacts appropriate departments for issues related to guest, animal or team member safety
- Assists with stock and merchandise inventories, as scheduled by the Supervisor of Sales
- Become familiar with and utilize loss prevention training to minimize theft
- Posses a working familiarity with gift shop merchandise and sales policies
- Maintain a working knowledge of emergency and crisis management, procedures and protocols

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
- Must have proficient mathematical skills and be comfortable handling large volumes of cash
- Must have basic computer skills
- Must be able to multitask while maintaining a positive attitude to ensure excellent guest service
- Must have reliable transportation

To Apply

Please send resume and cover letter to tpalmisano@aquariumofniagara.org. Be sure to include Seasonal Sales Associate 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.