

JOB TITLE:	Team Lead-Parking	REPORTING TO:	Supervisor of Sales
DEPARTMENT:	Guest Services	CLASSIFICATION:	Non-exempt

I. Job Summary

Reporting to the Supervisor of Sales, this position shall be responsible for assisting in overseeing the daily operations and management of the parking lot, with final authority in such matters remaining with the Executive Director.

The Team Lead-Parking position will support Aquarium administration by overseeing the operation and function of parking lot. The Team Lead-Parking must model mutual support, excellent communication and joint problem-solving skills among Directors, Supervisors, Staff, Trustees, vendors and volunteers/interns. It is also expected that the Supervisor of Sales will cultivate, support and maintain a culture of inclusion and engagement (positive moral) at the Aquarium of Niagara.

II. Key Responsibilities

As Team Lead-Parking

- Support the Aquarium Management in its operational role, keeping it informed on internal conditions and external developments that impact the functioning of the Sales and Guest Services Department
- Inform management of activities, issues, and needs within the department, and provide accurate and timely information to enable responsible and informed decision-making
- Further the consistent achievement of the mission and financial objectives of the Aquarium of Niagara.
- Work in close coordination with the Supervisor of Sales to set and execute goals and strategic plans within the Department, which support and align with goals and strategic plans of the organization.
- Provide oversight to the Department staff, and translate that oversight into concrete actions that support and advance the mission of the Aquarium of Niagara
- Exercise authority as Team Lead to notify Supervisor of issues with department staff
- Monitor progress and assure timely completion with acceptable quality of staff assignments
- Ensure that professional and courteous customer service is being provided to Aquarium patrons, and monitor the customer service quality of subordinate staff
- Assist in proofreading scheduling for staff, special events, etc
- Coordinate and stagger breaks for staff so there is no lapse or deficiency in customer service.
- Train and provide resources to parking staff in areas of crisis management / emergencies (power failure, fire, flood, evacuation, etc)
- Maintain professional demeanor among all staff, with the ultimate goal of a customer-oriented, friendly staff
- Assist opening procedures including opening cash drawers/registers, unlocking the parking booth , ensuring adequate staff coverage and maintaining the cleanliness of the parking lot and surrounding areas
- Assist closing procedures including end of day deposits, final drawer counts, securing cash bags in the safe, and closing/locking parking booth
- Maintain clean, orderly and aesthetically pleasing conditions in the Parking areas, those both visible to the public, and off-view

The Collection

- Maintain a basic familiarity with the Aquarium’s animal collection, and develop an understanding of the importance the collection plays in the fulfillment of the Aquarium’s mission
- Posses a general knowledge and be able to identify the location of key exhibits and displays to address inquiries, and enhance guest experience
- Respond to visitor observations and questions about the collection or contact the appropriate animal care staff to answer a question or report a problem.
- Recognize emergency conditions related to animal health and safety, and contact appropriate staff in a timely and efficient manner

Regulatory Compliance

- Direct local and federal inspection agencies to the correct area of operation upon arrival to the Aquarium of Niagara.
- Maintain knowledge of trends in the field of educational programming at public aquariums, the community, and at large.
- Utilize empirical knowledge and instructional methods to implement the best practices and procedures as the relate to the educational goals set by the Aquarium of Niagara.

Operations

- Strive at all times to build and maintain a cooperative attitude and working relationship with all departments.
- Provide support and assistance during special events and fundraisers at the Aquarium of Niagara.

Building

- Seek efficiency and cost savings in these areas without compromising presentation or customer service.
- Immediately report any conditions or situations that may impact guest experience to the appropriate department for their attention.

Safety

- Possess knowledge of prudent safety procedures and policies at the Aquarium of Niagara
- Be aware of the use and location of personal protective and emergency equipment

Volunteers and Student Interns

- Responsible to recognize and treat volunteers and interns as unpaid staff
- Commit to providing them with a beneficial and positive learning experience

The Public/Customer Service

- Remain acutely aware of the presence of needs of guests of the Aquarium of Niagara at all times
- Maintain a friendly, courteous and helpful attitude towards visitors

Qualifications

- 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
- 2-3 years in relevant business experience (sales, merchandise, management, customer service)
- 1-2 years of supervisory experience
- High school diploma, college degree in business preferred
- Proficient use in Microsoft Office software, including Microsoft Word and Excel
- Familiarity with point of sales software
- Exquisite attention to detail, and attitude of personal accountability
- Must demonstrate excellent oral and written communication skills
- Must be a strategic and conceptual thinker
- Ability to work independently, at times with minimal supervision, as well as on a team as necessary

I have received a copy of this job description and have discussed its content with my supervisor. I understand and agree to abide by all responsibilities and duties of this position and understand that I may be required to perform other assigned duties or tasks by my supervisor.

SIGNATURE

DATE

Updated February 27, 2020