



## **JOB POSTING**

---

**Job Title:** Guest Experience Manager  
**Status:** Full-time  
**Number of Positions:** 1

**Classification:** Non-Exempt  
**Reports to:** Director of Guest Experience

### **Description**

Reporting to the Director of Guest Experience, this Manager position will be responsible for providing world-class customer service to Aquarium visitors and members, while assisting with monitoring the daily operations and function of the admission desk, gift shop, bookings, concessions, parking, and private events.

### **Essential Responsibilities**

- 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 Experience Department
- Work in close coordination with the Director of Guest Experience to set and execute goals and strategic plans with the Department, which support and align with goals and strategic plans of the organization
- Ensure that professional and courteous customer service is being provided to Aquarium patrons, and monitor the customer service quality of subordinate staff
- Maintain a stocked inventory of Aquarium themed and relevant products, apparel, child-items, branding and souvenirs for sale in the Aquarium's gift shop that advocate the Aquarium's mission; develop professional and organized displays to feature products
- Maintain a stocked inventory of products and supplies for concessions areas
- Exercise authority as Manager to notify the Director of issues with department staff
- Monitor progress and assure timely completion with acceptable quality of staff assignments
- Assist in scheduling for staff, special events, etc.
- Coordinate and stagger breaks for staff so there is no lapse or deficiency in customer service
- Maintain professional demeanor among all staff, with the ultimate goal of a customer-oriented, friendly staff
- Assist building opening procedures including opening cash drawers/registers, unlocking the building, ensuring adequate staff coverage and maintaining the cleanliness of the gift shop, concessions and admission areas
- Assist building closing procedures including end of day deposits, final drawer counts, securing cash bags in the safe, closing/locking public entrances and exits, providing direction to building exits at end of daily operation and standardizing/cleaning gift shop displays and presentations before leaving the building
- Maintain clean, orderly and aesthetically pleasing conditions in the gift shop, concessions and guest experience areas, those both visible to the public, and off-view

### **Requested Requirements**

- Must be willing to work a flexible schedule including weekdays, weekends, early mornings, evenings and holidays
- 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

### **To Apply**

Please send resume and cover letter to [kbarrus@aquariumofniagara.org](mailto:kbarrus@aquariumofniagara.org) Be sure to include Guest Experience Manager 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.