



JOB POSTING

Job Title: Team Lead-Retail & Admissions

Status: Full-time

Number of Positions: 1

Classification: Non-Exempt

Reports to: Guest Experience Manager

Description

Reporting to the Guest Experience Manager, 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 Team Lead's primary objective and responsibility is to provide world-class customer service to Aquarium visitors and members. The Team Lead 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

- Unlock the main entrance at the start of business hours, and secure entrances and exits at the close of business
- 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
- 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 while providing excellent customer service to guests and employees
- Receive, field and direct incoming business phone calls
- Access drop safe fund throughout the day, coordinate register controls, and access change safe throughout the day
- Maintain accurate records of cash controls
- Assists with stock and merchandise inventories, prepares order requests, and receives inventory shipments accurately as scheduled by the Guest Experience Manager
- 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
- Promote and contribute positively to a culture of learning, development, training, and sharing of ideas
- 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
- Good organizational skills
- High school diploma required.
- Must be comfortable interacting with large groups of people of all ages and aptitudes while providing excellent customer service
- Able to supervise a team of Sales Associates and be the point of contact for guest questions, concerns, or complaints
- Be a flexible team player; ability to work well with Aquarium of Niagara staff and program participants
- Ability to multi-task as part of a fast-paced team
- Must demonstrate excellent oral and written communication skills
- Must have basic computer skills
- Able to add, subtract, multiply and divide
- Outstanding customer service skills and be able to represent the Aquarium of Niagara at all levels with professionalism and pride
- Preferred: Associate's degree in sales, finance or business related field.
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Working Conditions

- Able to lift 50 pounds and walk over uneven terrain and in all weather
- Able to kneel, bend, stand, and climb a ladder
- Able to participate in mandatory first aid, CPR and AED training

To Apply

Please send resume and cover letter to jdusher@aquariumofniagara.org Be sure to include **Team Lead-Retail & Admissions** 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.