



## **JOB POSTING**

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**Job Title:** Guest Experience Associate  
**Status:** Part-time  
**Number of Positions:** 5

**Classification:** Hourly  
**Reports to:** Manager of Guest Experience

### **Description**

Reporting to the Manager of Guest Experience, 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 Guest Experience Associate's primary objective and responsibility is to provide world-class customer service to Aquarium visitors and members. The Guest Experience 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 operate cash and admission registers in accordance with cash handling policies and procedures
- Maintain merchandise counters, computers, sales floor and displays in a clean and orderly manner
- Assist in keeping the gift shop stocked and orderly at all times
- 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
- Notify and contact appropriate departments for issues related to guest, animal or team member safety
- Assists with stock and merchandise inventories, as scheduled by the Manager of Guest Experience
- 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
- Other duties as assigned

### **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 and mathematical skills
- Must be able to multitask while maintaining a positive attitude to ensure excellent guest service
- Good organizational skills

### **Working Conditions**

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

### **To Apply**

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