



Guest Services Supervisor Job Description

Job Title: Guest Services Supervisor
Department: Guest Services
Report To: Guest Services Manager
FLSA Status: Non-exempt

Position Overview

Guest Services Supervisor (GSS) is responsible for enhancing guests experience by acquainting visitors and groups with the exhibits, activities, and special attractions of Coral World. They represent the company and promote its image by being helpful, friendly, courteous, professional, and knowledgeable. He/She works with internal guest departments as well as taxi drivers and other contacts that affect guests visit ensuring that guests have a memorable experience. Whether dealing with guided tours, reservations/activities, school/camp groups, cashiers, or guest services associates; the GSS role is to provide guest satisfaction. This position is full-time with variable hours to cover a seven-day a week operation.

Principal Duties and Responsibilities (Essential Functions):**

Guest Services

- Provide guidance and supervision to Guest Service Associates (GSA).
- Train/Develop GSA staff for exhibit placement, touch pool, guided tours, and incident reports
- Train new GSAs and assist in the hiring process.
- Approve GSA lunch schedule
- Assign tasks to GSA when business is slow
- Enforce company policy in accordance with the Employee Handbook and Guest Services Associate Manual.
- Ensure that the Touch Pool is manned and ensure proper handling of animals and to provide accurate information to guests.
- Handle guests' inquiries and provides answers; puts guests in contact with the appropriate persons as needed.
- Handle guest's complaints and ensures that they are resolved quickly, courteously, professionally, and to guests satisfaction.
- Knowledgeable about Coral World's exhibits and activities to be able to respond to guests' request for information.
- Supports Tour Operations by being a liaison between dispatchers, taxi, reservationists and GSA to ensure efficient operation of activities and to avoid conflicts in activities.
- Give guided tours throughout the park as needed.
- Must be able to fill in at the Ticket Booth, Guest Services Booth, Touch Pool, and Reservations Desk as needed.
- Creating schedule for guided tours and staff to cover guided tours.
- Responsible for First Aid kit inventory, wristbands inventory and other GSA supplies

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- Complete incident reports
 - Conduct regular staff meetings for GSAs
 - Assist Marketing with special programs including holiday programs.
 - Complies with all Coral World V.I., Inc policies, procedures, and programs.
 - Performs other related duties as assigned.

Educational/School Groups

- Enforces group guidelines of conduct throughout visit.
- Conducts orientation session with groups.
- Secures and maintains accurate count of the groups and informs Gate Cashiers of the numbers.

Supervisory Responsibility

The Guest Services Supervisor supervises all Guest Services Associates, Gate Cashier, & Reservations Staff

Work Environment

This job operates in an outdoor environment where the employee will be exposed to sunny, warm, humid and wet conditions.

Physical Requirements

This position requires the employee to stand for most of his or her working hours but occasionally must stoop, kneel, or crouch. The GSA is required to walk around the park sometimes on uneven ground and up and down stairs. The GSA is frequently required to reach with hands and arms, using hands to handle or feel. The GSA is required to be in constant communication with guests requiring the GSA to talk and hear. The GSA must frequently lift and/or move up to 10 pounds and occasionally may lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Position Type and Expected Hours of Work

This can be a full or part time position. Days are scheduled around a 7 day work week. During the slow season hours and days may be reduced.

Qualifications & Skills

Required:

- Speak and write English clearly & articulately
- Outgoing & friendly personality
- Prior customer service/hospitality experience.
- Minimum of 2 years supervisory experience
- Must be a team player with strong communication skills, have a positive attitude, and an outgoing personality, with the ability to work well unsupervised
- Must be service oriented
- Must be dependable/reliable
- Must be able to handle difficult, high volume situations while maintaining composure
- Must be CPR/First Aid Certified.
- Must be willing to work overtime, holidays, and weekends when scheduled

Preferred:

- Bilingual

Other Duties

Please note this job description is not designed to contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (example: emergencies, changes to personnel, workload, rush jobs, or technological developments).

Please submit cover letter, resume, and references by email to be considered for the position. References required. Please include the job title in the subject line.

Contact Information:

Kenan Ottley

Tour Operations & Guest Services Manager

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