

Job Description

Position: Guest Services Agent / Photographer

Reports to: Sales and Outreach Manager

Seasonal positions available effective immediately through the end of October with possibility to extend.

Job Summary:

Our Guest Service Agents /-Photographers are enthusiastic, hospitality minded individuals who thrive on providing sensational customer service to all of our guests while creating a welcoming atmosphere in a fun environment. These individuals will be responsible for all aspects of Guest Services Department customer care and pre and post guest experience, including, but not limited to: guest interactions - onsite, by phone and email, making reservations, processing check-in welcome and check-out farewell; all aspects of the photography department – camera maintenance, taking photos, processing images, guest assistance; assist in managing all aspects related to the Gift Shop retail/merchandise – handling cash and sales, operating POS system, maintaining stock, inventory management, ensuring cleanliness and upholding health and safety practices.

Typical Responsibilities:

- Provide our Guests with Sensational Customer Services including all aspects of reservations, front/gate ambassador, and retail merchandising and sales.
- Be personally available to greet and check in guests, offer assistance, address concerns and provide sensational service during guest interactions.
- Enthusiastically approach and respond to guest inquiries in a positive, confident, and effective manner.
- Answer calls, respond to inquiries, record and relay messages accurately, and direct them to the appropriate Crew Member or department.
- Actively pursue Ambassador engagements to cultivate guests' interest in dolphins and Dolphin Quest programs and products.
- Process walk-up and phone reservations through the computer reservations system, share relevant information with Guests about Dolphin Quest programs and products.

- Share knowledge of Dolphin Quest, its history, the habitat, and the dolphins.
- Actively work to effectively merchandise and promote retail sales.
- Operates cash register, camera, computer and other office equipment.
- Performs photographic duties for our programs.
- Maintain quality appearance of our Dolphin Quest facility by attractively displaying products; cleaning work areas keeping displays tidy, restocking merchandise, and reorganizing work areas for maximum efficiency.
- Effectively and accurately process all financial transactions throughout the day.
- Assist Guests with life jacket fittings and program preparation, as needed.
- Work efficiently in a fast-paced environment, with the ability to multitask and maintain composure and professionalism.
- Creatively generate new ideas and working solutions.
- Embrace the Dolphin Quest “open door” policy, in which Crew Members are free to express their concerns and feelings without fear of retribution or ill will.
- Participate in department meetings.
- Maintain open and positive relations with all Dolphin Quest locations and Crew Members.
- Maintain safe working conditions for Crew Members and guests and ensure safety concerns are reported and resolved quickly.
- Participate in professional development training opportunities as offered or available to ensure company and national service standards and criteria are attained.
- Be environmentally responsible.
- Support community involvement.
- Serve in whatever role is needed for better company efficiency and productivity.
- Perform other duties as assigned.

Qualifications

- Education: High School diploma/GED or higher education qualification (subject to applicable post)
- References: Provide 2 reference contacts and/or written references
- Resumé: Provide a resumé that demonstrates work or volunteer experience relevant to the applied position

- Schedule: Be able to work flexible hours, weekends and public holidays
- Transport: Have own transport or alternate transportation options for non-serviced public transport schedules to ensure professional time-keeping
- Experience: Experience in any of the following related fields would be considered an asset but not required: Tourism/Hospitality, Retail, Conservation, Animal Care; Photography/Media
- Certifications: Certification in any of the following areas are preferred but not required: CPR/First Aid Certification or other health and safety certification; Certified Tourism Ambassador (CTA) or other hospitality/tourism related certification; acknowledgements/attainments of previous volunteer or work experience
- Attributes & Skills:
 - Must be self-motivated and able to work in a fast-paced environment with the ability to multitask and maintain composure and professionalism in high pressure situations
 - Have a positive and pro-active attitude and flexible frame of mind
 - Be confident and comfortable conversing and working with children and adults
 - Excellent verbal and written communications and organizational skills
 - Be creative and willing to contribute new ideas and working solutions
 - Have experience with handling cash and/or merchandise
 - Be able to work independently and willing to learn new systems & processes
 - Be able to support and uphold the Company values, mission and vision

Physical Demands and Working Conditions

The physical demands and working conditions described here are representative of those that must be met by a Crew Member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Crew Member is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The Crew Member must occasionally lift and/or move up to 23 kg. Specific vision

abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the Crew member will be required to work outdoors in uneven terrain with constant exposure to sun, wind and outdoor elements; move about on slippery surfaces; on the job duties may require periods of time in salt-water, actively swimming, diving and working in ocean water elements. This job may entail repeated entry and exit into lagoon area with the need to hoist self out of the lagoon.

The noise level in the work environment is usually moderate.