

Job Description

Job Title: Guest Service Supervisor

Reports To: Guest Service Supervisor & Owner

FLSA Status: Non-Exempt

Summary: Responsible for promoting Company services and sales through effective sales techniques, good customer service and supervision of guest services staff by performing the following duties.

Duties and Responsibilities include the following. Other duties may be assigned.

- Implements and demonstrates world class service to guests of Electric City Aquarium at the Retail Store and Admission Gate areas.
- Develops and maintains an effective staff through the selection, training, motivation, termination and review of staff.
- Functions as role model to staff by performing all guest services functions as necessary, demonstrating good work habits, encouraging clean and safe work habits and promoting positive attitudes toward customers.
- Delegates and communicates daily job duties to guest service leads/staff and ensures team is completing jobs properly.
- Provides guidance and direction to staff to assist in their professional development, including facilitating cross-training of employees.
- Maintains employee work/vacation schedules to ensure staffing needs are met in accordance with company policy and guidelines.
- Adheres to and enforces standards within guest services area in accordance with Company policy.
- Performs opening and closing duties within admission and retail areas.
- Oversees the handing out, and return of, cash boxes and radios.
- Ensures staff maintain the facilities of the public facing areas in a clean, organized manner to produce a high-quality experience for guests.
- Assists with the intake, pricing, stocking, merchandising, and inventory of retail store products.
- Ensure multiple daily rounds of the institution and encourage conversation with guests/staff, to recognize address concerns and receive feedback on services.
- Follows up on all customer inquiries and/or complaints and establishes conclusions in a timely manner.
- Communicates with other department managers as needed to enhance the guest experience.
- Performs duties as cash controller and ensures cash drawers are reconciled and bank deposits completed.
- Ensures all merchandise is stocked and displays are attractive, priced correctly, and displayed in a safe manner.
- Oversees the scheduling and operation of group visits, private parties and special events.
- Adheres to all company policies and procedures paying special attention to health and/or safety procedures.
- Maintains flexible schedule to include weekend, evening and holiday hours.
- Maintains a professional appearance at all times and displays exceptional communication and interpersonal skills with internal and external customers.
- Performs other related duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Education/Experience:

Associate’s degree (A. A. / A. S.) from two-year accredited college or technical school; one year related supervisory experience and/or training; or equivalent combination of education and experience.

Computer Skills:

To perform this job successfully, an individual should have general knowledge of MS Office software and POS systems.

Certificates and Licenses:

None

Equipment:

None

Knowledge, Skills, and Other Abilities:

- | | |
|------------------------------|-----------------|
| Oral Communication Skills | Problem Solving |
| Written Communication Skills | Budgeting |
| Reading Skills | Math Skills |
| Diplomacy | Organization |
| Customer Relations | Professionalism |
| Customer Service | Teamwork |

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical/Sensory Functions	Amount of Time			
	None	Occasionally	Frequently	Regularly
Stand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sit	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use hands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Reach with hands and arms	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Climb or balance	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stoop, kneel, crouch or crawl	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talk/Hear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Taste/Smell	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Push/Pull	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lift and/or Move <i>Indicate weight in pounds.</i>	25	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Vision Requirements:

- No Special Vision requirements
- Close Vision (clear vision at 20 inches or less)
- Distance Vision (clear vision at 20 feet or more)
- Peripheral Vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth Perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to Adjust Focus (ability to adjust the eye to bring an object into sharp focus)
- Ability to See Color

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Description of Environmental Conditions	Amount of Time			
	None	Occasionally	Frequently	Regularly
Wet or humid conditions (non-weather)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work near moving mechanical parts	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work in high, precarious places	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fumes or airborne particles	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toxic or caustic chemicals	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor weather conditions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extreme cold (non-weather)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extreme heat (non-weather)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk of electrical shock	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work with explosives	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk of radiation	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vibration	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal Bites	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exposure to venom and animal poison	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal blood/urine/fecal matter	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Noise Level:

- Not applicable
- Very quiet
- Quiet
- Moderate noise
- Loud
- Very loud