

Job Description

Job Title: Guest Services Associate

Reports To: Lead Guest Services, Guest Service Supervisor, Director of Operations

FLSA Status: Non-Exempt

Summary: Responsible for supporting the company's goals and meeting and exceeding the expectations of aquarium guests through retail, admission, and membership sales by performing the following duties.

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

- Demonstrates world class service to guests of Electric City Aquarium at the Retail Store and Admission Gate areas.
- Greets customers in a professional and timely manner.
- Follows standard operating procedures and complete all tasks as assigned.
- Interacts with customers by assisting them in locating products and services and offering suggestions and alternatives as appropriate.
- Applies knowledge of company products and services to facilitate sale.
- Address customer concerns in a positive manner
- Processes customer purchases to include receiving payments, managing cash drawer, operating charge machines and returning appropriate change.
- Monitors inventory and restock shelves as needed by lifting and carrying merchandise.
- Maintains the store in a neat and orderly manner to include merchandise, floors, windows, cabinets and other surrounding areas.
- Performs various cleaning activities to include sweeping and mopping floor space, vacuuming carpeted areas and cleaning restrooms.
- 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.
- Attends required staff meetings and trainings.
- 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 comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations, to customers, clients, and other employees of the 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 detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Education/Experience:

High school diploma or general education degree (GED); and less than one-year related 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 computers and POS systems.

Certificates and Licenses:

None

Equipment:

None

Knowledge, Skills, and Other Abilities:

- | | |
|------------------------------|-------------------|
| Oral Communication Skills | Currency Aptitude |
| Written Communication Skills | Math Skills |
| Reading Skills | 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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>
Sit	<input type="checkbox"/>	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use hands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>
Reach with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>	<input type="checkbox"/>
Climb or balance	<input type="checkbox"/>	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch or crawl	<input type="checkbox"/>	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk/Hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>
Taste/Smell	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push/Pull	<input type="checkbox"/>	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift and/or Move <i>Indicate weight in pounds.</i>	25	<input type="checkbox"/>	<input type="checkbox"/>	<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="checkbox"/>	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input type="checkbox"/>	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in high, precarious places	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input type="checkbox"/>	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input type="checkbox"/>	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with explosives	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Animal Bites	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to venom and animal poison	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Animal blood/urine/fecal matter	<input checked="" type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Noise Level:

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