

Job Title: Weekend Guest Service Supervisor

Reports To: Director of Operations & Owner

FLSA Status: Non-Exempt, Part Time

Position Schedule: Friday, Saturday, Sunday- 10:30am- 6:30pm

Summary: Responsible for overseeing daily operations in the guest service department, ensuring the best customer experience, and supervising guest services staff.

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

Guest Experience:

- Implements and demonstrates world class service to guests of Electric City Aquarium at the Retail Store and Admission Gate areas.
- Oversees the facilitation of group visits, birthday parties and special events.
- Immediately addresses all customer inquiries and/or complaints in accordance with company policy and establishes conclusions in a timely manner. Adheres to and enforces standards within the guest services area in accordance with Company policy.
- Encourage conversation with guests/staff, to recognize address concerns and receive feedback on services.
- Communicate with other department managers as needed to enhance the guest experience.
- Ensures staff maintain the facilities of the public facing areas in a clean, organized manner to produce a high-quality experience for guests.
- Maintains a professional appearance at all times and displays exceptional communication and interpersonal skills with internal and external customers.
- Assists with the intake, pricing, stocking, merchandising, and inventory of retail store products.
- Ensures all merchandise is stocked and displays are attractive, priced correctly, and displayed in a safe manner.

Staff Management:

- Functions as a 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 the team is completing jobs properly.
- Works with the Director of Operations to develop and maintain an effective staff through the selection, training, motivation, termination and review of staff.
- Works with the Director of Operations to maintain employee work/vacation schedules to ensure staffing needs are met in accordance with company policy and guidelines.
- Provides guidance and direction to staff to assist in their professional development, including facilitating cross-training of employees.
- Performs opening and closing duties within admission and retail areas.
- Adheres to all company policies and procedures paying special attention to health and/or safety procedures.

Cash Office:

- Oversees the handing out, and return of, cash boxes and radios.
- Performs duties as cash controller and ensures cash drawers are reconciled and bank deposits completed.