



Job Description

Job Title: Touch Tank Attendant

Reports To: Lead Aquarist, Director of Animal Care, Director of Operations

Status: Part-time

FLSA Status: Non-Exempt

Rate: \$12 per hour

Job Summary/Objective: Responsible for providing exceptional guest experience at our stingray and invertebrate touch tanks and maintaining the surrounding area. We are looking for fun and outgoing individuals who are educators at heart!

Essential Function/Duties: include the following. Other duties may be assigned.

- Demonstrate world class service to guests of Electric City Aquarium at all experience/interpretation areas within the Aquarium Department.
- Ensure touch tanks are open and manned at the posted schedule daily.
- Deliver friendly service and demonstrates a knowledge base for several touch tanks to aquarium guests.
- Respond to and addresses customer concerns in a positive manner.
- Portion and handle raw food seafood following all necessary guidelines for preparing and feeding.
- Sell feeding cups to visitors. Must be comfortable handling cash and take credit card transactions.
- Educate guests on animal handling and observations interactions to ensure safety and well-being of animals. Report concerns to aquatic staff and management.
- Monitor guest behavior and politely correct if necessary.
- Maintain a clean and inviting environment throughout the facility.
- Perform various cleaning activities to include sweeping and mopping floor space, vacuuming carpeted areas and cleaning restrooms.
- Maintain a professional appearance at all times and display exceptional communication and interpersonal skills with internal staff and guests.
- Performs other related duties as assigned

Competencies:

- Customer Service - delivers exceptional customer service and customer-centric solutions.
- Public Speaking- comfortable addressing large crowds of both adults and children.

Qualifications:

- This position does require the ability to move freely and engage with guests and stand for long periods of time
- Must be able to commit to a minimum of 2 days regularly.
- Must maintain a flexible schedule to include weekend, evening and holiday hours.
- Must be at least 18 years of age or older.
- Knowledge of marine life is preferred.
- Must be able to pass background checks as necessary

Please apply at www.electriccityaquarium.com or email your resume and letter of interest, to info@electriccityaquarium.com. This position can lead to permanent part-time or full-time opportunities for the right candidates.