

## **CREW MEMBER, PART TIME, HOURLY**

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At HFE it is our goal to bring families closer together and to Create Memories Worth Repeating®. Our Core Values – greatly exceeding guest expectations, serving others, creating emotional connections, constantly improving – give us purpose and guidance.

### **SUMMARY:**

Guest Relations Crew Members serve as ambassadors to all Aquarium visitors. Crew Members are responsible for implementing daily requirements relating to guest entrance and exit of the Aquarium, including ticket sales, scanning, general upkeep, membership sales and guest traffic flow.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

- As a member of the Guest Relations team, you will lead by example by being patient, kind, humble, respectful, selfless, forgiving, honest and committed when interacting with one another and guests.
- All cast members must understand the significance of their role and how they can positively impact visitors. Pro-active, friendly communication will be expected at all times, as well as anticipating visitors' needs and desires.
- Demonstrate a positive attitude and appearance at all times. Proactively approach, greet, and interact with guests in friendly and courteous manner which support CRM goals.
- Conduct building opening/closing procedures and accurately record results through the checklist report. Submit report to the appropriate supervisor and communicate all items that require attention.
- Provide critical visit information, offer assistance and make recommendations to guests regarding exhibits, programs shows and activities. Listen to guest concerns and work independently to resolve issues in the best interest of the guest and the Aquarium.
- Ensure that all safety policies and procedures are followed by both guests and Aquarium team members through constant monitoring of the assigned work area.
- Accurately and efficiently conduct all sales transactions including tickets, memberships and programs. Account for all monies, coupons, passes and vouchers received at the end-of-shift settlement. Proactively up-sell guests where appropriate.
- Maintain the integrity of the assigned work area, ensuring that it is clean, properly functioning and orderly. Rectify issues directly when possible or alert supervisor if assistance is required to make necessary corrections.
- As scheduled, occasionally work outside of the building as an escort for the aquarium mascots.
- Attend all Aquarium training programs and demonstrate an ongoing understanding of exhibits, programs, visitor information and policies/procedures. Master all required responsibilities of the position.
- Work as a member of a team; within the Guest Relations department and the rest of the Aquarium staff. Effectively communicate to peers and supervisors information that is relevant to the guest experience.
- Coach fellow Crew Members to continually improve performance and be receptive of coaching from them in return. Make recommendations to management team for areas of improvement throughout Aquarium.
- Contribute to a work environment that is satisfying, enjoyable and energetic.
- Comply with safety and security directives, policies and procedures.
- Performs other related duties as assigned.

### **MINIMUM QUALIFICATIONS:**

- High school diploma or equivalent and 6 months – 1 year previous retail, customer service or attraction experience required. Ticketing experience preferred.
- Friendly, outgoing and proactive approach.
- Ability to learn and perform all Guest Services job functions.

- Ability to work as a member of a team.
- Ability to work a variety of shifts including weekends, evenings and holidays.
- Ability to handle and account for large sums of money.

**PHYSICAL AND MEDICAL REQUIREMENTS:**

- Successful completion of a pre-employment drug testing and background investigation.
- No allergy to plants or animals which may interfere with ability to work.
- Able to work outdoors in all weather conditions.
- Able to spend most of the workday walking/standing in aquarium public spaces.
- Ability to push/pull up to 50 pounds.

**YOU CAN EXPECT:**

You can expect to work on projects that have never been done before – ideas that are unproven, and concepts that make people smile. You can expect to have fun and be treated with respect the minute you start...and through to the end. You can expect to work in an environment that is highly innovative and low in politics – truthful and filled with smart people!

And most of all, you can expect to work hard and make a difference in our world by helping to bring families closer together.