

NEW JERSEY AQUARIUM, LLC

TITLE: Guest Experience Agent
(Improvisational Actors)

DEPARTMENT: Guest Relations

CLASSIFICATION: Part-Time and Seasonal, Hourly

REVIEW DATE: April 2012

DESCRIPTION:

Reporting to the Guest Experience Manager, Guest Experience Agents (X-Agents) are Improv Actors responsible for performing daily shows for Aquarium guests. This position will perform scheduled and impromptu shows, bring the Adventure Aquarium's mascot Gill to life and facilitate animal "touch" experiences providing guest interactions that are memorable and engaging. These performances will take place both inside and outside of the Aquarium.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Demonstrate a positive attitude and appearance at all times. Proactively approach, greet, and interact with guests in a friendly and courteous manner. Follow the Aquarium's "Guest Services Accountabilities" protocol when in the public areas of the venue.
2. Rehearse and Perform Guest Experience shows and programs to ensure consistent delivery and appropriateness to the target audience. Develop strong knowledge about animals, their behaviors and exhibits in the Aquarium.
3. Proactively interact with guests while staying in character throughout a performance, including on-site mascot appearances in full costume. Meet performance expectations during seasonal shows (i.e. "I Believe in Scuba Santa" during Christmas Celebration event)
4. Propose event, show and character concepts and assist with their development, set-up and delivery.
5. Operate experience enhancing interactives (i.e. Shark Cage, Rudolph the Red-Nosed Reindeer) in a safe, entertaining manner.

6. Facilitate Aquarium “touch” exhibits in a manner that provides guests with a safe, enjoyable and informative experience and ensures the health and welfare of the animals in the exhibits.
7. Collect guest feedback through exit surveys and intercepts related to the guest experience.
8. As assigned, assist Guest Services team in areas such as ticket scanning, greeting and group orientation.
9. 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.
10. Work as a member of a team; within the Guest Relations Department and other Aquarium cast. Effectively communicate to peers and supervisors information that is relevant to the guest experience.
11. Coach fellow X-Agents to continually improve performance and be receptive of coaching from them in return. Make recommendations to management team for areas of improvement throughout Aquarium.
12. Contribute to a work environment that is satisfying, enjoyable and energetic.
13. Perform other related duties or projects as assigned by the Guest Experience management team.

KNOWLEDGE AND ABILITIES REQUIRED

1. Theater arts and/or other performing arts experience a must.
2. Ability to perform in front of crowds of adults and children
3. Friendly, outgoing and proactive approach.
4. Ability to work as a member of a team
5. Regular schedule includes Saturdays, Sunday and holidays.
6. Ability to work variety of shifts including weekends, evenings and holidays.
7. Ability to work independently at scheduled locations throughout the work day.

PHYSICAL AND MEDICAL REQUIREMENTS:

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