Adventure Aquarium Job Description

TITLE: **Animal Experience Specialist**

DEPARTMENT: **Guest Experience**

REPORTS TO: **Guest Relations Manager**

DUAL REPORT: **Guest Relations Director**

CLASSIFICATION: **Part-Time, Hourly**

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:

The position requires a dedicated and unique individual who has a passion for animals, wants to learn more about them and share their knowledge and passion with aquarium guests through the presentation of live animals on the aquarium floor, the facilitation of animal "touch" experiences and live shows.

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.
- Inform and engage aquarium guests through programs including live animal presentations, touch exhibit facilitations and live animal shows.
- Maintain show quality standards which excite and impress guests.
- Working with the Husbandry Department, continuously improve and expand knowledge about the animal collection at the Aquarium and develop methods to convey this to guests in an engaging manner.
- Support overall Aquarium guest experience program through excellent guest service and provide operational support as needed.

- Open and close Aquarium touch-exhibits each day. Ensure they operate smoothly and monitor animal behavior and safety throughout the day.
- Participate in Aquarium related education, public relations and guest programs including facility tours and after-hours events.
- Comply with safety and security directives, policies and procedures.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

- One year of college education with coursework in Biology or equivalent work experience required.
- One year of experience working with animals in a professional setting is preferred
- Prior theater, entertainment or public speaking experience is preferred.
- Ability to work a flexible schedule which may include evenings and/or weekends and holidays.

PHYSICAL AND MEDICAL REQUIREMENTS:

- Successful completion of pre employment drug screening.
- In good health and capable of performing strenuous and/or heavy physical labor.
- No history of allergy related to animals or plants, which might interfere with ability to work.
- Ability to remain on feet for long periods of time, climb stairs, bend and stoop.
- Ability to work in all weather conditions.
- No impairment of sight, smell, hearing, touch, balance and agility of movement which might interfere with ability to work.
- Physical strength, including the ability to lift up to 50 pounds.

o **Note:** Position will involve exposure to inclement weather, dust, potentially dangerous and unpredictable animal species, and potential dangerous machinery, restraint devices and toxic chemicals and/or drugs. Occasional use of protective clothing or equipment is required. (e.g. goggles, mask, gloves, and gowns)

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.