Adventure Aquarium Job Description

TITLE: Retail Imaging Supervisor

DEPARTMENT: Retail Imaging

REPORTS TO: Retail Imaging Manager

CLASSIFICATION: Full-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 Retail Imaging Supervisor supports experienced-based retail programs for souvenir photography. The Supervisor is responsible for daily operations of "H2O Photos," and assisting the management team in all photography programs offered at the Aquarium.

MAJOR DUTIES AND RESPONSIBILITIES:

- As a member of the Retail team, you will lead by example by being patient, kind, humble, respectful, selfless, forgiving, honest, and committed when interacting with one another and guests.
- As the supervisor, it is your responsibility to make decisions on the placement of staff members. You must continually monitor their individual productivity to ensure that they achieve their daily goals.
- In the absence of the manager, the supervisor must successfully handle all daily aspects of the photography operation to ensure that the daily goals for photo captures and revenue are met or exceeded.
- Responsible for daily, weekly and monthly operations at "H2O Photos" imaging program including opening procedures, point-ofsale, photography assignments, accounting for all monies, credit card transactions and voids, closing procedures, end-of-day reporting.
- The supervisor is responsible for taking photos as needed and directly assisting guests with sales on a daily basis.
- Accurately and efficiently conduct all sales transactions. Account for all monies, coupons, passes, and vouchers received at the end-ofday settlement. Proactively up-sell guests where appropriate.

- Perform all functions at the photography point-of-sale including photo recall, edits/enhancements, printing, packaging, and sale transactions. Monitor all reporting methods in department to maximize staff productivity
- Provide daily motivation for cast Members to make sure they
 proactively greet guests and offer them the opportunity to have
 their photo taken. Provide guests with all information they need to
 view and purchase their photo(s) at the viewing/point-of-sale
 location. Listen to all concerns/comments that guests may have
 and make sure that they are addressed in a positive manner.
- Learn and become proficient with the technology and techniques needed to shoot professional-grade photos.
- Responsible for assisting with special events before, during or after regular working hours.
- Act as a secondary contact person with vendors/third party providers including photo imaging system provider.
- Make procedural recommendations to the Retail Imaging Manager that will enhance cast moral, guest experience, and generate sales.
- Adapts to changes in work environment, location and responsibility daily.
- Understand the importance of ones role and follow all safety SOP's.
- Act professional at all times, tactful when approaching others, react well under pressure, follow through on commitments and treat others with respect and consideration.
- Contribute to a work environment that is satisfying, enjoyable, and energetic.
- Comply with safety and security directives, policies and procedures.

MINIUM QUALIFICATIONS:

- High School diploma and a minimum of 2 years retail supervisory experience required.
- Required to have experience and knowledge in souvenir photography operations.
- Experience with complex point of sale systems, cash handling, and loss prevention.
- Must lead by example, have strong communication skills and be able to work with the general public.
- Be able to learn and perform all Retail job functions.
- Must be able to motivate and energize a diverse group of team members.
- Must be able to work as part of an effective team that displays professionalism at all times.

- The ability to perform and interact courteously and respectfully with both the guest and co-worker no matter what the circumstances.
- Retail hours do include working days, nights, weekends, and holidays; should be able to maintain a flexible schedule.

PHYSICAL AND MEDICAL REQUIREMENTS:

- Able to speak, hear and mobile to the point of being able to stoop, bend and lift up to 50 lbs.
- Ability to spend at least half the day walking/standing in aquarium public spaces.
- Ability to work in a small, confined space.
- Ability to tolerate extreme temperature and climate variations.
- Ability to remain calm and deal with highly stressful situations.
- No known history of allergy related to animals or plants which may interfere with the ability to work.
- Successful completion of drug screening and background investigation.

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.

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