



## Guest Experience Team Member Job Description

Guest Experience Team Members provide the first and last impression for the guests of the Butterfly House & Aquarium. This position will work in the admissions and gift shop area serving guests when they purchase admission and memberships as well as gift shop items. In addition, Guest Experience Team Members will assist with facility cleanliness, daily operations, and serving as interpreter in the butterfly and aquarium exhibits.

### Job Responsibilities:

- Greeting and interacting with guests with enthusiasm and patience
- Selling admission tickets
- Selling and processing memberships
- Answering guests' questions about the facility and the community of Sioux Falls
- Selling gift shop items and preparing gift shop merchandise for sale
- General facility cleaning, including restrooms and disinfecting throughout the facility
- Keeping cash drawers balanced throughout the shift
- Opening and closing common areas of the facility (Discovery Den, Education Displays/Signage throughout building, etc.)
- Answering guests' questions about the butterfly and aquarium habitats

### Work Schedule:

The hours for this part-time position vary with up to 30 hours scheduled per week. Shifts are 9:00am – 4:30pm Sunday through Saturday.

Facility operating hours are 10:00am to 4:00pm Sunday through Saturday year round. The facility is closed to the public on Thanksgiving, Christmas Eve, and Christmas Day. All other holidays are working holidays for all staff.

The position is hourly, with varying part-time hours. Starting wage is \$12.00 per hour.

Must be 16 years or older to apply.

### To Apply:

Submit completed application and/or letter and resume to [info@sdaquarium.org](mailto:info@sdaquarium.org).