

# Guest Experience Team Member



## Job Description

The 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 membership passes as well as gift shop items. In addition, Guest Experience Team Members will assist with facility cleanliness, handling sales, and daily operations.

### Job Responsibilities:

The Guest Services Team Members are responsible for:

- Greeting and interacting with guests with enthusiasm and patience
- Selling admission tickets
- Selling and processing membership applications and cards
- Answering guests' questions about the facility and the community of Sioux Falls
- Selling gift shop items and tagging gift shop merchandise
- General facility cleaning (sweeping, moping, dusting, take out trash, clean restrooms, common areas, etc.)
- Keeping cash drawers balanced throughout the shift
- Opening and closing common areas of the facility (Lobby, Discover Den, Education Displays/Signage throughout building, etc.)
- Interpreting at the Tidal Touch Pool, Stingray Touch Pool, and Butterfly Conservatory

### Work Schedule:

We are currently looking for someone to work 2-3 shifts a week Sunday thru Saturday. The position would be roughly 10 – 20 hours per week with the possibility of hours increasing during the peak summer season (Memorial Day thru Labor Day.) Our shifts typically go from 9:45a – 5:15p but can be flexible with hours and shifts if we find the right fit for the position.

The position is hourly, with varying part-time hours. Wage range is \$9.10 to \$10.00 per hour.

Facility operating hours are 10:00 am to 5:00 pm Monday through Saturday and 11:00 am to 5:00 pm Sundays year round. The facility is closed to the public on Easter, Thanksgiving, and Christmas. Other holidays throughout the year are working holidays for all staff.

### To Apply:

Submit completed application and/or resume to Jen, Guest Experience Director at [jennifer@sdaqarium.org](mailto:jennifer@sdaqarium.org)