



Location: Sioux Falls, SD
Job Title: Lead Guest Experience Associate
Reports to: Administration Director

Organization Mission: Inspiring conservation of the vital building blocks of sea, sky, and land

Job Summary:

The Lead Guest Experience Associate is responsible for the management of the Guest Experience personnel and Gift Shop area. This includes recruitment, scheduling, training of staff; daily cash management, overall cleanliness of the facility, and a superior guest experience.

Primary Responsibilities:

Management of Guest Experience personnel	40% of the Work Period
Daily Cash Management for the Organization	20% of the Work Period
Hiring & Training Guest Service personnel	20% of the Work Period
Management of the overall cleanliness of the facility	15% of the Work Period
Other duties as needed	5% of the Work Period

- *1. Manage the Admissions and Membership operations, including: ensuring the Point of Sales system is accurate and up to date, guests are receiving the best experience when purchasing admission tickets and memberships; addressing guest concerns or needs promptly.
- *2. Manage the Gift Shop's operations, including: maintaining an inventory of mission-appropriate items and the organization of the gift shop area.
- *4. Manage the Guest Services staff, including: recruitment, release, training, scheduling and supervising the employee's performance. Assure a staff of enthusiastic, positive individuals who prioritize our mission and provide extraordinary guest experience.
- *5. Manage the overall cleanliness of the facility, including: organizing the cleaning schedule (via staff or cleaning services), and ensuring the non-exhibit areas (gift shop, lobby, Discovery Den, Learning Lab and restrooms) are polished for daily guests.
- *6. Manage the daily cash needs for the organization, including petty cash, change for sales registers, and deposits.

*7. Serve as a manager-on-duty, for the organization in customer service, facility operations, and emergency situations.

*8. Provide coverage for the exhibit areas, if needed

*9. Other duties as needed.

*Essential job functions per ADA guidelines.

Requirements:

- A minimum of 2 years of experience in retail and customer service is required.
- A minimum of 1 year of experience in management or leadership position is required.

Key Qualifications:

- A successful candidate must be driven by the organization’s mission and believe in our core values of: providing inspirational experiences, seeking continuous improvement, and embracing the “Dory mindset.”
- Must have experience effectively working and dealing with the public in a positive manner.
- Ability to work with volunteers, meet their needs, and show appreciation for their assistance.
- Solid analytical and strategic thinking abilities as well as proven decision-making skills.
- Strong leadership, management, and interpersonal skills, with excellent listening and communication abilities.
- Exceptionally high level of emotional intelligence.
- Ability to foster the Butterfly House & Aquarium’s mission and values-focused culture organization-wide.
- Proficient independent worker.
- Must be a team player with the ability to work through conflicts, have a positive and upbeat attitude, and be willing to communicate openly with all staff.
- Action-oriented, hard-working, flexible, seeks out challenges, can act and react as necessary during times of uncertainty and change.

Physical Effort:

This position requires strong physical condition and good health, the ability to stand for multiple hours at a time, bend, kneel, stoop, reach, lift, climb, and carry up to 50 pounds.

Working Conditions:

Work is performed throughout the facility, in an office environment, and in the Admissions & Gift Shop area. This involves interacting directly with guests and staff. Work may also occur in the Conservatory, which is typically 85 degrees with high humidity, and the Aquarium Gallery, which is typically 70 degrees with high humidity.

This position has contact with staff and volunteers when supervising work, and guests when working in the public areas. This position includes varying amounts of independent work.

Federal law obligates us to provide reasonable accommodation to the known disabilities of employees, unless to do so would pose an undue hardship to the organization. Please let us know if you need an accommodation to perform any essential elements of this position.

This job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities required in this position.

Work Schedule:

The Lead Guest Experience Associate is an hourly position, and the hours may vary according to organizational needs. A typical workday will be Thursday- Monday 7:30am-4:30pm (with an hour lunch break).

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

Compensation:

Starting compensation for the Lead Guest Associate position is \$13.75-\$14.75 per hour depending on qualifications.

All full-time employees receive a 50% discount on gift shop merchandise and 20 general admission passes per year. Full-time employees are also eligible for medical, dental and retirement benefits, and paid time off after the probation period.

How to Apply:

Submit a cover letter, resume, and three references to latoria.h@sdaqarium.org