



## AQUARIUM OF THE BAY GUEST SERVICES MANAGER

### POSITION SUMMARY

The Guest Services Manager is responsible for ensuring a positive and engaging Guest experience, while maintaining a high level of integrity and accountability, both personally and among direct reports. Guest Services Manager manages 20 to 35 part-time, full-time, and seasonal employees.

This position reports to the Director of Operations

Direct reports: Operations Coordinator, GS Supervisors and Associates

### PRIMARY DUTIES, RESPONSIBILITIES, AND ESSENTIAL FUNCTIONS:

#### ADMINISTRATIVE

- Leads direct reports by actively providing world class support and is the embodiment of confidentiality and professionalism
- Primary contact for day-to-day ticketing, point-of-sale operations, supplies, preventative maintenance, and trouble shooting
- Work with Director of Operations to create and implement strategic and concrete membership program plans,
- Implement special programs/events/benefits to encourage membership and other upsell opportunities
- Responsible for keeping track of inventory levels (i.e.- uniforms, ticket stock, third party brochures) and make requisitions according to required minimums
- Maintains accurate records and prepares daily, weekly, monthly, and yearly reports
- Serves on various committees and participates in cross-departmental meetings and collaborations
- Ensures that all communications, internally and externally, align with organizational policies, branding, and guidelines

#### STAFFING

- Manages Coordinator, Supervisors and Associates, and provides developmental counseling, coaching and performance evaluations
- Schedules Operations staff according to established staffing guidelines
- Responsible for the orientation and continual training of employees
- Assists Director of Operations in the recruiting, hiring, and terminations of employees
- Creates and promotes staff incentives using performance metrics
- Maintains a consistent level of staff moral and integrity
- Instrumental in creating a collaborative and successful working environment, with an emphasis on teamwork, while also supporting interdepartmental needs
- Assists the Director of Operations with ensuring compliance with all bay.org/bay ecotarium and government regulations regarding employment and safety from time to time.

#### GUEST SERVICES

- Manages the day-to-day operations of Guest Services including anticipating and assessing Guest needs
- Responsible for providing visitors uncompromised hospitality and quality service
- Responsible for assuring appropriate marketing collateral is available, distributed, and promoted by team
- Field guest complaints and inquires before escalation to Director of Operations
- Establish effective processes and procedures to ensure consistent Guest service

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each primary duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**KNOWLEDGE, SKILLS and ABILITIES:**

- Extensive knowledge of Gateway Tickets Systems P.O.S. and back end utilities
- Exemplary cash handling skills including reconciliation, audit, and security
- Ability to troubleshoot and solve basic IT needs as applicable to P.O.S. hardware and software
- Strong organizational skills and ability to meet deadlines
- Report writing and data management skills required
- Good knowledge of office practices, administration, and customer service skills
- Employee training and safety (guest and employee)
- Outstanding interpersonal, verbal, and written skills
- Detail oriented and strong multi-tasking ability
- Customer service oriented
- Ability to work independently and in teams as assigned

**LANGUAGE SKILLS:**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to speak effectively before groups and/or individuals.

**EDUCATION and EXPERIENCE:**

- College degree and/or equivalent work experience with emphasis in attraction/hospitality operations desired
- 3-5 years managerial experience with strong emphasis in managing large staff
- Experience in staff engagement and performance evaluation

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand (for up to 8 hours), sit, walk, and reach with hands and arms, and talk or hear. The position requires walking on concrete floors and climbing stairs, standing, and intervals of time outdoors in varying environmental conditions. Must be able to lift 40 lbs. Must either have or be able to attain a California Driver's License and be willing to be trained to drive a large vehicle and drive for off-site meetings/special events. DMV clearance required upon hire.

**Position Specifics:**

- This is a full-time, exempt position
- The schedule for this position is Wednesday through Sunday, 8:30am – 5:30pm\*  
*\*Hours may shift based on hours of operation*
- Evening, weekend and holidays may be required
- Statutory benefits included after an introductory period has been completed; and
- Compensation commensurate with experience

To apply, submit a cover letter and resume to [hr@bay.org](mailto:hr@bay.org), subject: Guest Services Manager