Position Description

Position Title: Overnight Part Time Team Specialist
Department: Guest Programs
Classification: Non-Exempt
Direct Report: Manager of Guest Programs

I. Position Summary
The Guest Programs Overnight Part Time Team Specialist will create a fun, welcoming, and engaging sleepover experience for our guests using the Simple Six: Attention to Detail, Anticipation, Patience, Ownership, Respect, and Pride. Centered around the department’s standard of engagement, this position focuses a large effort on crafting an extraordinary visit, making sure to anticipate guests’ needs, paying close attention to details, and creating positive, transformative, and profound interactions. While hospitality is a main focus, Guest Programs Team Specialists serve as ambassadors to our living collection, providing a voice for positive change, promoting conservation and preservation of our Earth’s waters and its inhabitants. Candidates applying for this position must be available to work weeknight and/or weekend overnight shifts from 5:30pm-10:30am the following morning, and be available a minimum of three scheduled overnights per month.

II. Responsibilities:
1. Present engaging and informative gallery and animal experiences, including positive, educational, and transformative messaging using various guest and age appropriate interpretive methods.
2. Interpretive roles include working at touch pools, providing gallery and backstage tours, engaging guests at exhibit windows and throughout galleries, supervising play areas and games, assisting with theater guest entry and exit, hosting shows and presentations, and working at in a variety of other positions as needed.
3. Additional trained roles include facilitating sleepover operations serving as team captain, celebration facilitator, and proposal program facilitator.
4. Engagement in all roles may require staff members to be inside or outside, using interactive tools and activities, using microphones, and using other necessary supplies and equipment.
5. Ensure an unforgettable and extraordinary guest experience using the Simple Six: Attention to Detail, Anticipation, Patience, Ownership, Respect, and Pride.
6. Ensure guest and animal safety, while fostering educational growth.
7. Set up, assist with, and breakdown equipment and activities including check-in areas, welcome orientation, birthday parties, sleeping mats, and meals.
8. Be an active contribution to the Aquarium team by working alongside fellow teammates and other departments.
9. Be flexible in a fast paced, sometimes crowded, and dynamic environment.
10. Perform other duties as workload necessitates.
11. Must be able to actively participate, direct guests and staff, and respond appropriately during life safety drills and emergencies.
12. Be present and willing to assist for the duration of the sleepover, including sleeping times.
III. Qualifications:
1. High School Diploma required.
2. Prefer College Degree or working toward a degree in education, recreation, hospitality, life sciences, or related field.
3. One year experience in hospitality and/or an informal educational setting preferred.
4. Must be able to demonstrate a high level of attention to detail and anticipation of guest needs, ensuring the highest levels of hospitality are reached during all guest interactions.
5. Must pass background check and drug screening.
6. Must be able to work flexible hours- including holidays, weekends, evenings, and events.
7. Hours worked will be overnight from 5:30pm-10:00am the following day and not to exceed 31 hours per week.
8. Must be able to push, pull, and lift items weighing up to 50 pounds.
9. Must be able to attend all required training.
10. Responsible for attending required comprehensive training courses throughout the year.

IV. Team Requirements:
1. Safety & Security
   All Team Members are required to adhere to all Georgia Aquarium safety and security standards.
2. Attendance & Appearance
   In order to maximize the guest’s experience, all Team Members are required to adhere to Georgia Aquarium standard operating procedures regarding attendance and dress code policies as it relates to individual job functionality.
3. Sales & Guest Programs
   Our forward thinking business model requires listening and understanding the needs of our guests both internal and external. To that end, we must always be focused on the guest experience which is the key driver for return guest visitation and increased sales.
4. Team Partnership
   All Team Members are focused on supporting each other in an effort to complete the guest experience. Therefore, supporting, facilitating, and participating in activities that promote team effectiveness is vital to our Organization.

V. Physical Demands & 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 required to stand for long periods of time; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 50 pounds. The employee will also be responsible for spending the duration of their shift at the Aquarium, including sleeping time. Specific vision abilities required by the job include close vision, distance vision, color and peripheral vision, depth perception, and the ability to adjust focus. While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

VI. Commitment:
I commit to the Georgia Aquarium, Inc. the following:

Vision: To be the World’s Most Engaging Aquarium Experience.
Mission: To be an entertaining, educational, and scientific institution featuring exhibits and program of the highest standards, offering engaging and exciting guest experiences, and promoting the conservation of aquatic biodiversity throughout the world.
Values: Respect, Teamwork, Integrity, Accountability, Hospitality, Innovation, & Fun

Interested candidates please submit your resume and cover letter to:
Ms. Meshea O. Web (HR Manager) at mweb@georgiaaquarium.org.