

Air Zoo

Position Title:	Guest Experience Ambassador
Supervisor:	Guest Experience Manager/Fly Buy Store Manager
Position Objective:	Provide positive guest interactions that exceed expectations while operating attractions, generating retail sales, or generating ticket sales.
Status:	Part-time/Non- Exempt

General Responsibilities

1. Maintain an appropriate appearance by adhering to the Air Zoo's Dress Code.
2. Adhere to all Air Zoo On-Floor Standards.
3. Interact in a friendly "guest first" manner while staffing your area of responsibility. Or anytime you are in uniform within public areas.
4. Immediately report injuries or incidents to your supervisor.
5. Provide evacuation or sheltering assistance to guests; as required by the situation; while following appropriate procedures.
6. Other duties as assigned by supervisor.
7. Quantity of evening, weekend and holiday hours required.

Ride Operation Responsibilities

1. Successfully complete ride safety and operation training. Maintain and demonstrate knowledge of all ride safety and operational standards.
2. Safely operate and control admission to all experiences and attractions within standards set by the Operations Manager.
3. Be aware of equipment operation standards and immediately report any deviations or malfunctions in the operation of the equipment to the Operations Department staff.
4. Immediately report any damages equipment or area damage to the Operations Department staff. Examples include but are not limited to broken latches, broken seatbelt, doors that do not close, fencing that is broken and gate doors that do not latch.
5. Maintain the highest standards of experience and attractions operation for safety, quality and reliability.
6. Maintain the cleanliness of the operational area of the attractions (all areas within the perimeter fencing) including but not limited to; cleaning ride seating areas, cleaning fencing and sweeping floors.
7. Maintain knowledge of all current pricing, memberships, programs, events and exhibits. Consistently communicate this information to our guest in a courteous and efficient manner

Ticket Counter/Membership Desk Responsibilities

1. Maintain knowledge of all admission, membership, discount and program, events, exhibits and pricing. Consistently communicate this information to our guest in a courteous and efficient manner either in person or on the phone.
2. Provide accurate and efficient processing of admission tickets, program and membership sales.
3. Provide accurate and efficient processing of simple donations.

4. Provide support for any guest related transactions and special need.
5. Maintain a clean and neat appearance of all lobby areas during your shift. This includes but is not limited to; sweeping floors, cleaning counters, emptying garbage, restocking brochures and marketing materials, cleaning up the closet and maintaining a clean ticket counter appearance.
6. Accurately follow daily cash in, transaction and cash out processes.

Fly Buy Responsibilities

1. Maintain knowledge of all merchandise, membership, discount and programs, events and exhibits. Consistently communicate this information to our guests in a courteous and efficient manner either in person or on the phone.
2. Accurately follow daily cash in, transaction and cash out processes.
3. Assist guests in locating merchandise.
4. Assist in accurately and efficiently unpacking, labeling and pricing merchandise. Report damages and discrepancies when found.
5. Assist with merchandising displays.
6. Restock on floor merchandise according to Fly Buy procedures
7. Maintain the clean and neat appearance of the entire Fly Buy area. This includes but is not limited to; sorting, folding and organizing merchandise along with sweeping, dusting, cleaning spills, emptying garbage and maintaining a clean retail counter appearance.

Minimum Education/Experience Required

High School diploma or equivalent

Due to State regulations you must be a minimum of 18 years old

Knowledge, Skills and Abilities Required

Ability to communicate effectively both verbally and in writing with staff, volunteers and guests

Ability to effectively solve problems

Ability to handle stressful situations

Ability to interact with the public in a positive and enthusiastic manner

Superior interpersonal skills to foster effective working relationships at all levels

Ability to effectively execute the Air Zoo's Guest service philosophy

Ability to undertake multiple concurrent tasks and work in an environment where interruptions are common

Must maintain confidentiality

Must be flexible with the ability to work independently and as a team member

Well-groomed appearance and compliance with the Air Zoo's Dress Code

Professional work and punctuality habits

Computer and general office equipment skills (Windows, Microsoft Office)

Ability to stand and be on your feet for extended periods of time

Repetitive stair climbing, bending, twisting and lifting required to operate attractions

Ability to climb in and out of attractions pits; approximately 32 inches deep; when necessary

Ability to lift up to 40 pounds

Ability to right a Max Flight with a minimum team of 3 staff members

Ability to operate point of sale equipment and attractions within guidelines

Equipment Used

General Office Equipment
Windows based computers and tablets
Point of Sale Equipment
Attractions
Multi-channel 2-way radios

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Incumbent

Date

Supervisor

Date

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