



TAMPA BAY WATCH, INC.

POSITION: GUEST SERVICES ASSOCIATE

Department: Tampa Bay Watch Discovery Center

Reports to: Operations Coordinator

FLSA Status: Non-Exempt

Location: St. Petersburg Pier

Position Summary:

Under supervision of the Operations Coordinator and the Guest Services Lead, the Guest Services Associate will create a positive experience for all guests and members at the Discovery Center. The Guest Services Associate will handle ticketing, sales, memberships, merchandise sales, giving tours, answering questions, and maintaining a safe, clean environment.

Physical Requirements:

While performing the duties of this job, the employee is regularly required to perform these physical activities: remain stationary for extended periods of time; operate, activate, prepare, inspect, place, detect, and position objects; reach; communicate; move between locations. The employee occasionally is required to sit and stoop, kneel, crouch, crawl, and lift, push, and/or move displays and other objects weighing up to 50 pounds around the Discovery Center. If requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job.

Job Responsibilities:

The Guest Services Associates are at the front lines of our operation and ensure that all members and guests have a positive experience in our facility. A positive attitude and high energy are needed to ensure that we maintain a fantastic atmosphere each day in a year-round operation.

Guest Services Associates will:

- Engage in effective communication with co-workers and guests

- Maintain a positive attitude that fosters a pleasant and productive work environment
- Properly greet and welcome visitors by being attentive, helpful and courteous
- Provide exceptional guest service while performing day to day operations
- Answer phone inquiries, assist guests, members, and volunteers as needed
- Sell daily and group tickets, memberships and merchandise through the POS system
- As directed, book group tours for the Discovery Center
- Create and distribute signage and other basic communication materials to promote programs and improve guest experience
- Maintain daily records and follow all cash handling protocols
- Learn and demonstrate knowledge of all ticket options, merchandise, programs and special events
- Restock and/or store products and goods as needed
- Restock supplies, clean, and contribute to the overall cleanliness and functionality of the facility
- Support educational outreach efforts by providing tours, delivering free daily programs, and acquiring and sharing knowledge of the Discovery Center's exhibits
- Assist with off-site outreach activities as needed
- Assist with special events as needed
- Answer questions, provide directions and educate guests regarding the Discovery Center, Tampa Bay Watch, the Pier, and St. Petersburg
- Perform other duties as assigned

Experience Required:

- High school diploma or GED, Bachelor's degree or degree in progress preferred
- Completion of a satisfactory DCF Level II Background Screening
- Experience working with a small team in a high volume, guest-focused environment preferred
- Strong customer service and interpersonal skills
- Positive attitude that contributes to a fun and productive work environment
- Basic computer skills
- Ability and willingness to work weekends and holidays

Familiarity with coastal ecosystems is helpful but not required. A passion for the environment is highly desired. Health insurance, life insurance, and retirement savings programs are available to full-time employees.

To apply, please send your resume and a short cover letter introducing yourself and explaining why you would like to work for the Tampa Bay Watch Discovery Center **as one single PDF attachment saved as YourName_GSA** to tbwdcjobs@tampabaywatch.org. Include "Guest Services Associate" in the email subject line.