

## Aquarium & Museum Greeter Job Description

As of 6/17/2022

Each shift is three hours long. The schedule is subject to change when our 'Open to the Public' hours change seasonally or in response to the Covid-19 pandemic. Shift times and days are currently:

Saturday	11:45-2:30	2:30 -5:15
Sunday	11:45-2:30	2:30 -5:15

### Trained by Volunteer Coordinator, Store Manager & Aquarium Staff

Supervised each shift by scheduled Exhibit Lead (staff, Americorps member or intern)

### Description of Duties

Assist the exhibit staff with welcoming visitors to our exhibits. Specific tasks will depend on the day of the week, the season, and what needs doing. Training for all of these tasks will be provided, you do not have to know any of it to start volunteering.

Tasks may include:

- Assisting staff to prepare the exhibits for opening (11:45-2:30 shift only)
  - Cleaning public areas in the exhibit
  - Putting out signs, opening doors, etc.
- Charging admission using Square point of sale (POS) system
- Welcoming groups
  - Making sure visitors comply with the current Covid guidelines.
  - Introducing them to the exhibits
  - Explaining the digital ID system or tablets.
- Responding to questions from visitors or passersby
- Facilitating a great visitor experience
  - AQ - introduce the exhibit, signage/id cards, 'eyes only' policy
  - Provide good customer service
  - Help us fulfill our mission to inspire conservation
- Assist exhibit staff on closing the exhibits (2:30- 5:15 shift only)
  - Bringing in signs
  - Sanitizing high touch areas

### Requirements

Must be comfortable with:

- Speaking with people
- Comfortable using a point of sale system
- Using a tablet for simple tasks
- Once trained, be able to complete tasks independently.