



Guest Services Associate Job Description

Job Title: Guest Services Associate
Department: Guest Services
Report To: Guest Services Supervisor/Manager
FLSA Status: Non-exempt

Position Overview

Guest Services Associates (GSAs) are responsible for acquainting visitors and groups with the exhibits, activities, and special attractions of Coral World. They represent the company and promote its image by being helpful, friendly, courteous, professional, and knowledgeable. This position may be full or part-time with variable hours to cover a seven-day a week operation.

Principal Duties and Responsibilities (Essential Functions):**

Customer Service (Front Gate)

- Answer questions from the visitors courteously, giving accurate information.
- Greet individual visitors and groups, including school and camp groups, at the front entrance to welcome them to Coral World.
- Conduct orientation sessions with groups at a specified location within the premises of Coral World
- Encourage guests to visit all exhibits, explaining the attractions of each and the timing of special events such as feedings or presentations.
- Assist visitors in wheelchairs by noting ramps & operating the wheelchair lift.
- Assist with clerical duties, including but not limited to photocopying of maps and waivers
- Secure and maintain an accurate count of tour groups.
- Give guided tours throughout the park as needed.
- Invite guests to visit our Café, Shark Bar, & gift shops for their purchases
- Log items lost & found and report these to the Administrative Office
- Ensure that all visitors have left the park before locking the front gates and exhibits.
- Assist injured guests by providing first aid and communicating the need for assistance to the Administrative Office.
- Prepare accurate and complete incident reports for any guest injuries and submit to the Administrative Office.
- Under the supervision of the Education Coordinator, assist with educational programs, including school field trips, exhibit presentations, and daily exhibit talks.
- Staff the Touch Pool, which includes handling the inhabitants and instructing guests on the proper handling of the marine animals.
- Assist Marketing with special programs including holiday programs.
- Complies with all Coral World V.I., Inc policies, procedures, and programs.
- Performs other related duties as assigned.

Educational/School Groups

- Enforces group guidelines of conduct throughout visit.
- Conducts orientation session with groups.
- Secures and maintains accurate count of the groups and informs Gate Cashiers of the numbers.