



JOB DESCRIPTION

JOB TITLE: Guest Services Representative
DEPARTMENT: Guest Services
REPORTS TO: Guest Services Manager
SALARY TYPE: Full-time Memorial Day-Labor Day, Part-time the rest of the year
START DATE: May 1, 2017

JOB SUMMARY:

The Guest Services Representative is part of our dynamic customer service team. These team members are responsible for day to day duties related to ticketing and admission, gift shop sales and stocking, and parking lot management. Staff work collaboratively and individually to assist visitors with: purchasing tickets, navigating the parking lot (sales, safety, traffic direction and tracking available spaces), general questions, and gift shop purchases. Duties also include pricing and organizing merchandise as well as light cleaning at ticketing desk, in lobby and in gift shop.

SKILLS REQUIRED:

To perform this job successfully, an individual must be able to interact with the public with a positive attitude, multi-task, and work as a team player. Experience desired with and/or willingness to learn excellent customer service, retail, sales and responsible money handling.

PHYSICAL REQUIREMENTS and/or WORK ENVIRONMENT:

This position requires being on your feet for long periods of time.

While performing the duties of this job, employee may be required to work in an indoor and outdoor setting.

COMPENSATION and BENEFITS: \$10/hour. Free waterfront parking. Free Aquarium admission. A fun and collaborative team atmosphere.

TO APPLY: Fill out application online or in person at 353 Harbor Drive, Duluth, MN 55802. Please contact Bill Alworth, Director of Administrative Services with questions at 218-740-2001.