

Dolphin Quest Hawaii

Job Title: Guest Service Agent

Employment Type: Full-Time

FLSA Status: Non-exempt

Department: Operations

Reports To: General Manager

Job Summary

Guest Services Agents will be responsible for providing sensational customer service and creating a welcoming atmosphere for guests in a fun, outdoor environment, while assisting in pre- and post- dolphin experiences at Dolphin Quest Hawaii.

Essential Duties

- Enthusiastically approach and respond to guest inquiries in a positive, confident, and effective manner.
- Greet and check in guests and provide sensational service during their interactions.
- Assist guests with life jacket fittings and program preparation.
- Process walk-up and phone reservations through the computer reservations system.
- Answer phones and manage voice mail system within protocols outlined in the Crew Member Handbook.
- Actively pursue Quest Engagement to cultivate guests' interest in dolphins and Dolphin Quest programs.
- Photograph guests in programs
- Share knowledge of Dolphin Quest, its history, the habitat, and the dolphins.
- Share relevant information with guests about Dolphin Quest programs and products.
- Actively work to effectively merchandise and promote retail sales.
- Assist with check-in, tagging, organizing, and display of merchandise orders.
- Maintain the 5-star appearance of our Dolphin Quest facility by attractively displaying products; cleaning work areas keeping displays tidy, restocking merchandise, and reorganizing work areas for maximum efficiency.
- Effectively and accurately process all financial transactions throughout the day.
- Answer calls, respond to inquiries, record and relay messages accurately, and direct them to the appropriate Crew Members or departments.
- Assist with host/hostess duties as needed.
- Work in a fast-paced environment, with the ability to multitask and maintain composure and professionalism in busy situations.
- Creatively generate new ideas and working solutions.
- Embrace the Dolphin Quest open door policy, in which Crew Members are free to express their concerns and feelings without fear of retribution or ill will.
- Participate in department meetings.
- Maintain open and positive relations with all Dolphin Quest locations and Crew Members.

- Develop and maintain proper interdepartmental integration both locally and globally.
- Maintain regular communication with assigned teams regarding all relevant projects.
- Promote quality service among Crew by acting as a positive role model.
- Maintain safe working conditions for Crew Members and guests, and ensure safety concerns are reported and resolved quickly.
- Uphold branding and logo usage guidelines and standards as outlined in Crew Member Handbook.
- Be environmentally responsible.
- Support community involvement.
- Serve in whatever role is needed for better company efficiency and productivity.
- Perform other duties as assigned.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

This position requires a high school diploma (or GED or high school equivalence certificate).

Behavioral Characteristics

- Achievement/Effort -- Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.
- Initiative -- Job requires a willingness to take on responsibilities and challenges.
- Cooperation -- Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Concern for Others -- Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Social Orientation -- Job requires preferring to work with others rather than alone, and being personally connected with others on the job.
- Self Control -- Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Stress Tolerance -- Job requires accepting criticism and dealing calmly and effectively with high stress situations.
- Adaptability/Flexibility -- Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- Dependability -- Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Attention to Detail -- Job requires being careful about detail and thorough in completing work tasks.
- Integrity -- Job requires being honest and ethical.
- Social Perceptiveness -- Being aware of others' reactions and understanding why they react as

they do.

- Coordination -- Adjusting actions in relation to others' actions.
- Persuasion -- Persuading others to change their minds or behavior.
- Negotiation -- Bringing others together and trying to reconcile differences.
- Service Orientation -- Actively looking for ways to help people.
- Establishing and Maintaining Interpersonal Relationships -- Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Selling or Influencing Others -- Convincing others to buy merchandise/goods or to otherwise change their minds or actions.
- Resolving Conflicts and Negotiating with Others -- Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- Developing and Building Teams -- Encouraging and building mutual trust, respect, and cooperation among team members.

Language Skills

- Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Written Comprehension -- The ability to read and understand information and ideas presented in writing.
- Oral Expression -- The ability to communicate information and ideas in speaking so others will understand.
- Speech Clarity -- The ability to speak clearly so others can understand you.
- Reading Comprehension -- Understanding written sentences and paragraphs in work related documents.
- Active Listening -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking -- Talking to others to convey information effectively.
- Communicating with Supervisors, Peers, or Subordinates -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside Organization -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Reasoning Ability

- Fluency of Ideas -- The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).

- Problem Sensitivity -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Deductive Reasoning -- The ability to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning -- The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Memorization -- The ability to remember information such as words, numbers, pictures, and procedures.
- Time Sharing -- The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Critical Thinking -- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Active Learning -- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Learning Strategies -- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Troubleshooting -- Determining causes of operating errors and deciding what to do about it.
- Getting Information -- Observing, receiving, and otherwise obtaining information from all relevant sources.
- Monitor Processes, Materials, or Surroundings -- Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
- Making Decisions and Solving Problems -- Analyzing information and evaluating results to choose the best solution and solve problems.
- Thinking Creatively -- Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.
- Updating and Using Relevant Knowledge -- Keeping up-to-date technically and applying new knowledge to your job.

Mathematical Skills

- Basic skills -- Ability to add, subtract, multiply and divide in all units of measure, to calculate rate, ratio and percentage and to draw and interpret bar graphs.

Computer Skills

- Spreadsheet software
- Word processing software

Certification and Licensing

- CPR and First Aid Certification

Physical Demands

The physical demands and working conditions described here are representative of those that must be met by a Crew Member to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Crew Member is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The Crew Member must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

While performing the duties of this job, the Crew member will be required to work outdoors in uneven terrain with constant exposure to sun, wind and outdoor elements; move about on slippery surfaces; on the job duties may require periods of time in salt-water, actively swimming, diving and working in ocean water elements. This job may entail repeated entry and exit into lagoon area with the need to hoist self out of the lagoon.

The noise level in the work environment is usually moderate.