



DOLPHIN QUEST®

Guest Service Agent I, Dolphin Quest Hawaii

Employment Type: Full-time

FLSA Status: Non-exempt

Department: Guest Services

Reports to: Supervisor of Guest Services

Job Summary:

Guest Service Agents (GSAs) support the full guest experience at Dolphin Quest Hawaii by delivering sensational service before, during, and after dolphin encounter programs. Working in a dynamic outdoor environment, they assist guests with check-in and program preparation, capture in-program photographs, and provide retail and post-program support. GSAs contribute to a welcoming atmosphere, uphold Dolphin Quest standards, and ensure a smooth and memorable experience for every guest.

Typical Duties and Responsibilities:

Front Desk:

- Welcome guests, respond to inquiries, and provide courteous, accurate information throughout their visit.
- Greet and check in guests, assist with program preparation, and help with lifejacket fittings.
- Process walk-up and phone reservations using the computer reservations system.
- Answer incoming calls, manage voicemail, record and relay messages accurately, and direct calls to the appropriate Crew Members or departments.
- Support host/hostess responsibilities as needed.
- Effectively and accurately process all financial transactions.
- Maintain composure and professionalism in a fast-paced environment with frequent multitasking.

Photography:

- Capture photos of guests during dolphin programs, anticipating key moments and working in coordination with program flow.
- Provide clear, friendly communication with Crew Members during all interactions related to photography and in-program support.
- Upload photos to a cloud storage system.

Retail & Gift Shop:

- Assist guests with viewing and purchasing photo products and merchandise.
- Actively merchandise and promote retail sales.
- Support check-in, tagging, organizing, and display of merchandise orders.
- Maintain a polished, five-star appearance of retail and guest-facing areas by keeping displays tidy, restocking items, and ensuring efficient workspace organization.

General Guest Engagement & Team Responsibilities:

- “Quest Engagement”: Engage guests in conversations that cultivate interest in dolphins, the habitat, Dolphin Quest programs, and the company’s history.
- Share relevant program and product information to enrich the guest experience.
- Promote quality service among Crew Members by serving as a positive role model.
- Maintain open and positive relations with Crew Members across all Dolphin Quest locations.
- Participate in department meetings and maintain regular communication with assigned teams.
- Contribute to interdepartmental integration both locally and globally.
- Ensure safe working conditions for Crew Members and guests, and promptly report safety concerns.
- Uphold branding and logo usage standards consistent with guidelines.
- Demonstrate environmental responsibility and support community involvement initiatives.
- Creatively generate new ideas and solutions that enhance operations.
- Embrace the open-door policy by communicating concerns or suggestions constructively.
- Serve in any additional role necessary for operational efficiency and productivity.
- Perform other duties as assigned.

Job Qualifications:

- High School Diploma or GED.
- Excellent verbal and written communications.
- Excellent organizational skills.
- Ability to handle multiple tasks in a busy environment.
- Ability to work varied schedules, including required weekends and holidays.
- Ability to work both independently and in a team environment.
- Ability to work effectively with both children and adults.
- CPR/First Aid Certification preferred.
- Eligibility to work in the United States.

Behavioral and Cognitive Expectations:

Success in this role requires a dependable, adaptable team member with strong interpersonal awareness and a genuine commitment to service. GSAs should demonstrate initiative, reliability, and integrity while maintaining composure and sound judgment in a fast-paced, customer-focused setting. The position calls for cooperative, thoughtful interaction with guests and colleagues, including the ability to build positive relationships, resolve concerns, negotiate solutions, and influence purchasing decisions through clear and courteous communication. Strong listening, speaking, and reading skills are essential for understanding guest needs and conveying information effectively. The role also relies on solid reasoning abilities such as recognizing problems, evaluating information, applying general rules to specific situations, generating ideas, and adapting to new information. GSAs must be attentive to detail and comfortable monitoring their environment, gathering information, troubleshooting issues, and making decisions. A general willingness to learn and apply new knowledge is expected. Basic arithmetic and computer processing are involved in certain duties.

Physical Demands and Working Conditions

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.

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.