



“To engage and inspire people to conserve marine animals and their environment for future generations through interactive education and entertainment”

**PET PORPOISE POOL PTY LTD
JOB DESCRIPTION & SPECIFICATION**

JOB TITLE: GUEST SERVICES OFFICER
Amusement Events and Recreation Award Base Grade 2

DEPARTMENT: GUEST SERVICES

REPORTS TO: MANAGER OF LIFE SCIENCES (MLS)

HOURS: **Casual**

POSITION SUMMARY:

The role of the Guest Services Officer is to effectively and efficiently work within the Marine Division and assist in the delivery of excellent service to Pet Porpoise Pool Pty Ltd trading as Dolphin Marine Conservation Park's (DMCP) guests. The GSO will help to ensure those guests receive the best possible experience and leave with excellent visual reminders of the products and services provided by DMCP. The GSO will have demonstrated interest in marine mammals, conservation; good oral and written communication skills and the ability to confidently interact with visitors. The GSO will also need to be able to work both independently and in a team environment.

PERSON SPECIFICATION:

The Guest Services Officer at this grade will possess:

- Excellent communication, customer relations and interpersonal skills demonstrating open, honest communication which is transparent and in the interests of the business
- Ability to adapt and master new techniques and procedures within a reasonable time span
- A strong work ethic and willingness to work as part of the DMCP team
- An understanding of all services and products offered by the DMCP
- Confidentiality
- Reliability and punctuality
- Ability to deal with a wide range of people including people of different religions, nationality, people with disabilities, school children etc
- Ability to maintain a high standard of personal presentation
- Ability to work weekends, public holidays and school holidays
- Hold (or ability to acquire) a current class C NSW Drivers Licence
- Current (or ability to acquire) Working With Children Check
- Tetanus vaccinations up-to-date

THIS POSITION INTERACTS WITH:

Internal The position reports to the Manager of Marine Mammal Operations (MMO) and all Marine staff daily to discuss work requirements.

External: The position communicates with visitors on a day to day basis, providing information relating to DMCP's products and services and conveying environmental conservation awareness.

MAJOR DUTIES & RESPONSIBILITIES:

Carry out the following duties under supervision and as per individual training plan:

- Perform commentator scripts and keeper talks to a high standard for guests.
- Maintain a high level of customer service at all times and up sell DMCP's products and services where the opportunity presents itself.
- Interact with guests in an inviting and friendly manner and convey DMCP's conservation and educational messages at all times, including when necessary presenting show commentary and assisting with school education lesson tours
- As directed, develop skills and ability to carry out duties of positions in divisions of the Marine Department including Marine Mammal Operations, Animal Care and Life Support Systems or cross train with other company department divisions such as photography or bookings.
- Attend meetings, promotions, training and development as required
- All other duties as requested by the DMCP management team

GENERAL RESPONSIBILITIES

- Contribute ideas to implement improvements to the division.
 - Communicate effectively with other team members.

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- Demonstrate initiative.
- Work well in a team environment.
- Must always adhere to DMCP policies and procedures.
- Project a positive company image at all times and work constructively as a member of the DMCP team.
- Undertake projects and other tasks as requested by management.

WORKPLACE HEALTH AND SAFETY (WHS)

All applicants must:

- Present for work and continue to work unimpaired by alcohol or other non-prescribed drugs
- Comply with the Pet Porpoise Pool's Alcohol and other Drugs policy and the requirements of the program.
- Take reasonable care for own and others' health and safety, and take due care not to affect the environment in any adverse way;
- Co-operate with the Pet Porpoise Pool in their efforts to comply with and exceed WHS requirements/expectations, including working safely, following safe work practices, utilising personal protective equipment, notifying the Manager MMO of hazards as well as injuries or illness, taking precautions to protect co-workers, contractors and visitors, and co-operating with the management;
- Ensure a safe workplace and meet environmental expectations by complying with DMCP's policy and procedures.

ENVIRONMENTAL SUSTAINABILITY

- All applicants of the PPP are required to assist in our efforts to meet or exceed environmental sustainability practices
- Comply with the Pet Porpoise Pool's environmental sustainability policy and take due care that your actions do not affect the environment in any adverse way. Report any areas on concern immediately to the Manager MMO.

CHALLENGES

Major challenges facing this position include:

- developing safe and entertaining animal contact or close encounter opportunities for the visitor;
- dealing with a broad range of visitor enquiries and possible concerns relating to the display and management of captive animals
- Keeping up with communications both inter/intra due to the high volume of information communicated as required per operations.

This job description provides a description of the principle elements of this position. All job descriptions are subject to change.