



## **Volunteer Position Description**

---

**Position Title:** Theater Assistant  
**Department:** Guest Services

### **I. Position Summary:**

The theater assistant volunteer will assist guests as they enter the 4D Theater for Deepo's Undersea Wondershow. Volunteers will also assist with set up and clean up between shows.

### **II. Qualifications:**

1. Complete *Training: 101 Orientation*
2. Develop an interactive and engaging identity

### **III. Responsibilities:**

1. Interact with guests in a friendly and engaging manner
2. Offer assistance and direction to guests as they enter the theater
3. Assist 4D team members with duties such as greeting guests entering the theater, answering their questions, handing out 3D glasses, operating a machine to clean these glasses after the show and loading the streamer cannons.
4. Provide an environment of hospitality by following the Nine Levels of Professional Expectations and supporting the *Values* of Georgia Aquarium (see below)

### **IV. Description of Activities:**

1. The theater assistant will report directly to the 4D Theater at the beginning of their shift.
2. For the duration of the 4-hour shift theater volunteers will report to the team captain and follow the position rotation as designated by the captain.

### **V. Uniform Requirements:**

1. Acceptable shirt styles include the polo (short and long sleeved), the button up polo, and the button up Oxford shirt. Acceptable colors include navy, Riviera blue, and white.
2. All shirts should be tucked in except for the women's polo.
3. Any shirt worn under your uniform shirt should be black, white, or grey.
4. Pants shall be navy, khaki, black, and charcoal grey. Solid colors only; please no designs or patterns. Also, denim and "cargo" pants are unacceptable. This means no side pockets on or below the knee.
5. Acceptable outerwear includes the soft shell jacket, the navy reversible vest, the cardigan sweater (zip up and button), and the cardigan vest (zip up). These items shall be in navy blue. If you wear a jacket or sweater, you should have collared uniform shirt underneath it.
6. Shoes shall be closed-toe with a full heel in black or dark brown and uniform in color. Solid navy shoes are acceptable for women only. No stripes or other patterns.
7. Name tags are mandatory and must be worn on the outermost layer of clothing on the right hand side of your uniform at all times. Please do not add decorations or other adornments to the name tag.
8. All uniforms shall be neat in appearance and not showing excessive wrinkles. Please iron or have your uniforms pressed before coming to work to present a neat appearance.
9. Uniforms that are faded or stained should be retired.

## **VI. Professional Expectations:**

1. Safety & Security
  - a. All Team Members are required to adhere to all Georgia Aquarium safety and security standards.
2. Courteous and Welcoming Posture
  - a. We create a welcoming and positive atmosphere that is indispensable as we strive to create memorable guest experiences.
3. Professional in Uniform and Grooming
  - a. We look the best we can to ensure we deliver nothing less than professional hospitality and customer service.
4. Acknowledgement of the Guest
  - a. We recognize it is exceptional service that will bring our guests back and it begins with a greeting that shows we are approachable and eager to assist.
5. Anticipation of the Guest
  - a. We are ready to provide exceptional service to our guests through well prepared, confident Team members.
6. Teamwork
  - a. We understand we have one chance to make a good first impression and it takes the efforts of all of us to guarantee this happens.
7. Knowledge of Aquarium
  - a. We will meet and exceed our guests' expectations when we have knowledge of the Aquarium.
8. Ownership of Responsibilities
  - a. We take pride in our Aquarium by being accountable for our actions and the guests' perception of the facility.
9. Thank the Guest
  - a. We realize the way to seal our relationship with our guests is to show our appreciation through common courtesy.

## **VII. Georgia Aquarium Values:**

Respect, Teamwork, Integrity, Accountability, Hospitality, Innovation, and Fun