



GEORGIA AQUARIUM

Position Description

Position Title: Special Events Volunteer
Department: Event Sales & Services
Classification: Volunteer
Direct Report: Manager, Event Sales and Services

I. Position Summary

The Special Events Volunteer will interact and assist event Guests throughout their visit. The Volunteer will enhance guest experiences by extending hospitality excellence, providing event information, serving as Exhibit Interpreters, assisting in minor set up and break down of event, as well as conducting behind the scenes tours (when applicable). The Volunteer will exhibit, foster and cultivate the Georgia Aquarium Professional Expectations and Hospitality Philosophy. In addition, the Volunteer may be asked to perform other duties to enhance the Guest experience.

II. Responsibilities:

NOTE: All Special Events shifts require standing and may require minor lifting.

1. Extend hospitality to Guests: provide a warm and welcoming atmosphere by meeting our Guests' needs and exceeding their expectations
2. Engage as Gallery Interpreters and/or Touchpool Volunteers
3. Assist in minor Special Event set up/break down
4. Provide direction to Event locations for Guests
5. Assist Clients with registration/check-in duties
6. Serve as Greeters and Area Blockers
7. Conduct behind the scenes tours with Guests (when applicable)
8. Provide Volunteer breaks to other stationary Volunteer positions
9. Perform other duties as workload necessitates

III. Qualifications:

1. Must be at least 21 years old
2. Enthusiastic and positive attitude
3. Ability to interact properly with Guests and address their needs
4. Completion of Aq. 125 Special Events Training
5. Trained and familiar with the Ocean Voyager and Cold Water Quest galleries.
6. Ability to stand for long periods of time while interacting with Guests.
7. Understanding & Compliance of Event Services rules regarding Food & Beverage
 - a. It is strictly prohibited for any volunteer to eat or drink from the event buffets, back of the house food stations, or to ask the Event Manager or any Wolfgang Puck staff for food or beverage at any time before, during or after an event.
8. Event Office Etiquette
 - a. Please be mindful of the Event Managers desk area/professional space. While in the event office, please do not sit at any staff member's desk or place any items inside their desk drawers.

IV. Description of Activities:

1. Special Events Volunteers will report directly to the Events Office at the beginning of their shift (located near the Oceans Ballroom entrance/Admin Elevator).
2. For the duration of their shift, the Special Events Volunteer will assist with the daily operations under the guidance and direction of an experienced Event Manager.
3. Special Events Volunteers must be prepared to stand for all Events shift positions. **Sitting while inside the event space is prohibited.**

V. Events Uniform Requirements:

1. **Evening Events:** Dark attire is always HIGHLY preferred. Please wear dark pants, shoes and shirts. Light blue or white button up shirts or cardigan sets are also acceptable when paired with dark pants/shoes and must be tucked in. Please no light color polo like shirts, khaki/light pants or white shoes for evening Events. Regardless of shirt size or style, all shirts must be tucked into pants unless too short-cut to do so.
2. **Afternoon/Morning Events:** Afternoon/morning Events trend more casual than evening Events. Khaki pants and lighter colored tops of most styles are appropriate for most afternoon/morning Events (unless otherwise noted in VIC). Dark attire is also always acceptable and preferred. Again, regardless of shirt size or style, all shirts must be tucked into pants unless too short-cut to do so.
3. **Formal Denotation:** If you see the 'FORMAL EVENT' denotation on Special Event shifts listed in VIC, ONLY dark attire will be acceptable. Please plan on wearing all dark attire as these Events are more formal in nature or have upper management Staff/VIP Guests in attendance. Also with formal Events, regardless of shirt size or style, all shirts must be tucked into pants unless too short-cut to do so.
4. **Other Denotations:** When applicable, Event Services may list other Event attire specifics on certain VIC shifts (for example, if an Event's Volunteer shifts will be outdoors we may note that shorts and tennis shoes are approved for that specific Event).
5. **For any and all Events:** During any day or evening Event all Special Event Volunteers are expected to present a neat and professional appearance.

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. Knowledge of Aquarium
 - a. We will meet and exceed our Guests' expectations when we have knowledge of the Aquarium.

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:

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

Special Events Volunteer

I, _____, adhere to the all information contained within the Special Events Volunteer Description. If I am unable to perform, I understand that I may be asked to leave the event and potentially the position.

Printed Name

Signature

Date

