



Position Description

Position Title: Atrium Booth

Department: Training & Volunteer Operations

I. Position Summary:

Atrium Booth Attendant volunteers set-up & clean up Atrium booth materials and man the desk offering guests information/answering their questions about the Aquarium and surrounding attractions.

II. Responsibilities:

1. Interact with guests in a friendly and engaging manner
2. Provide information about Aquarium, animals, programs, and Atlanta area information
3. Assist guests with directions throughout the aquarium
4. Interact with other departments to promote our revenue generating programs
5. Perform other duties as necessary

III. Qualifications:

1. Enthusiastic and positive attitude
2. Ability to interact properly with guests and address their needs
3. Verbal and written communication skills required.

IV. Description of Activities:

1. Report to Volunteer Office to pick up daily activity sheet and radio
2. Update binder and other information as necessary
3. Set up the atrium booth for the day
4. Throughout the day, maintain cleanliness of the area
5. Work with the Ambassador and Guest Services group to meet the needs of the guest

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 & Welcoming Posture
 - a. Welcoming, positive energy is indispensable as we strive to create those memorable guest experiences.
3. Professional in Uniform & Grooming
 - a. We start by looking the best we can to ensure that we deliver nothing less than professional hospitality and customer service.
4. Acknowledgement of the Guest
 - a. We recognize that it is exceptional guest 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 acknowledge that the best way to provide exceptional service to our guests is through well prepared, confident team members.
6. Teamwork
 - a. We understand that we have one chance to make a good first impression and that it takes the efforts of all of us to guarantee that this happens.
7. Knowledge of the Aquarium
 - a. If we are to meet and exceed our guest's expectations then we need to have team members who have a working knowledge of our facility.
8. Ownership of Responsibilities
 - a. The guest's perception of our facility covers many aspects and we as a team know it begins with stepping up and becoming part of the team of excellence.
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