

POSITION DESCRIPTION



Position Title: Orienteer
Department: Guest Services

POSITION SUMMARY: Act as a roving concierge to create a memorable and personal visitor experience for California Academy of Science guests.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist in greeting, thanking and saying goodbye to guests.
- Actively host guests throughout the Academy, offering impromptu itineraries.
- Escort guests to their desired destinations and recommend exhibits and programs that will enhance their party's visit and meet their needs.
- Connect with guests and create unique experiences and memories through "insider tips" and knowledge about the Academy.
- Comply with dress code of all-black wardrobe.
- Opportunities to volunteer at special events.
- Follow all Academy safety regulations

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

The ideal candidate will possess a combination of the following education and/or equivalent experience:

- Working with the public, teaching, hosting and sales experience or skills are helpful.
- Enthusiasm, energy and a sense of hospitality.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to speak and hear effectively before the public in a high energy, crowded space.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to speak effectively before groups or individuals.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee 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 employee is frequently required to stand, sit, walk, and reach with hands and arms, and talk or hear. Must be able to lift 10lbs. Must be able to perform repetitive motions 25% of the time.

The California Academy of Sciences is an Equal Opportunity Employer and welcomes applications from individuals who will contribute to its diversity.

The California Academy of Sciences is a non-smoking facility. Smoking is also prohibited in Golden Gate Park.