



**Position:** Guest Services Intern

**Reports To:** Director of Guest Relations and Safety

**Position Summary:**

The Guest Services Intern is responsible for three primary projects, listed below. Additionally, the Guest Services Intern will assist with tasks including, but not limited to, evaluating the onboarding process, managing a budget, and analyzing trends in purchasing.

**Primary Projects**

1. Researching key indicators (% of animal encounters sold, % of guests who make a donation, or other key indicators that can be measured).
2. Administering and Analyzing Guest Service Program Evaluations
3. Evaluating inventory and purchasing needs

**Essential Duties and Responsibilities:**

- Research and analyze key performance indicators of the Guest Services Department
- Research animal encounters sold and identify trends in sales
- Analyze how many guests make a donation and research variables in donations
- Conduct and manage guest service evaluations, identifying areas of improvement and success
- Benchmark current products used, cost, and research more efficient alternatives
- Adhere to the Aquarium's Five Keys
- Completion of all three assigned projects prior to end of internship
- Completion of all other duties as assigned

**Education:**

- Must have completed a minimum of junior year at an accredited college or university
- Working toward obtaining a degree in a related field (Hospitality, Business Management, etc).

**Critical Skills/Competencies:**

- Must be able to follow basic instruction
- Must demonstrate attention to detail
- Excellent oral and written communication skills
- With training, have a basic knowledge and understanding of what is needed to become a member of a guest services team
- With training, be able to become familiar with the animals at LLPA and education and conservation messages

**Scope of position:**

The Guest Services Intern must commit to 15 to 20 hours per week; preferably two full time days. The duration of the internship will be for 10 weeks.

**Physical Demands of the Job:**

- This opportunity requires long periods of sitting, standing, crouching, kneeling, lifting, and walking.
- Must be able to lift 50 lbs.

**Special Working Conditions:**

While this internship description attempts to describe the essential functions of the position, it does not prescribe or restrict the tasks that may be assigned. It does not restrict management's right to assign or reassign duties or responsibilities to this internship at any time.

**Support Provided:**

It is the responsibility of the Volunteer Service Department to:

- Maintain records for all active interns.
- Issue each intern an identification badge and uniform shirt(s).
- Provide ongoing support and assistance with intern/staff relationships.
- Administer and provide information regarding opportunity and benefits available for active interns.
- Provide a written reference pertaining to the intern's experience (hours contributed, length of commitment, job description) as requested.

Please submit an application at <http://www.thelivingplanet.com/internships/>

Please submit your resume and cover letter to [volunteer@thelivingplanet.com](mailto:volunteer@thelivingplanet.com)

Loveland Living Planet Aquarium is an equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture. LLPA does not discriminate on the basis of disability, veteran status or any other basis protected class under federal, state or local laws.