

Reef Tectonics Job Description

Position: Aquarium Maintenance Specialist

Date: December 2012

Supervisor: Supervisor of Aquarium Services

Classification: Non-exempt

JOB SUMMARY

This position is responsible for cleaning and maintaining client and in-house aquariums, in addition to installing and moving new fish tanks, completing needed repairs, traveling to client locations, visiting new potential clients to inform them of company services, and helping the team with office or warehouse-related activities.

ESSENTIAL DUTIES/RESPONSIBILITIES

Percentage of Time

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|---|-----------------------------|
| • Serves as the Lead Aquarium Maintenance Specialist for various aquatic environments, aquarium sizes, and clients. | 80% |
| • Cleans and maintains fish aquariums, which includes performing water testing, medicating tanks, filling water bottles, removing dead fish, feeding fish, acclimating new fish, and delivering products to the customer for their use. | |
| • Coordinates and performs tasks involved with aquarium moves, new installations, disassembly of aquariums, equipment repair and replacement. | |
| • Trains or assists with training new Aquarium Maintenance Specialists and Aquarium Maintenance Assistants on all aspects of their positions. | 2.5% |
| • Performs aquarium maintenance requiring diving and provides diving assistance in aquariums. | 5% |
| • Performs office-related tasks such as data entry, data tracking, purchasing products, picking up products, going to the post office, and inventory management. | 2.5% |
| • Visits potential clients, explains maintenance program, and gathers information needed for creating an estimate. | (varies by location) |
| • Cleans facilities, including the office, warehouse, and bathrooms, which may involve mopping, sweeping, disinfecting and washing glass surfaces such as windows. | 2.5% |
| • Cleans and completes some minor maintenance of vehicles, which may include interior and exterior cleaning and checking and topping off fluids. | 2.5% |
| • Completes miscellaneous tasks to meet customer needs. | 2.5% |

JOB SPECIFICATIONS

Knowledge, Skills, and Abilities

- Basic knowledge of salt and fresh water aquatic life maintenance and aquarium set-up.
- Excellent customer service skills.
- Good time management skill.

- A minimum of two years experience, either as a fish enthusiast, diver, aquatic maintenance technician, or with some other related background.
- Ability to learn and utilize proper cleaning techniques.
- Basic mechanical ability.
- Able to use a GPS tracking device during working hours as required by Reef Tectonics (GPS provided by Reef Tectonics).
- Basic knowledge of aquarium cleaning.
- Ability to occasionally travel to various markets outside of the regularly-assigned geographic area.
- Ability to drive a personal vehicle
- Ability to work 'on call', as determined by Management.
- Must have and maintain a good driving record.

Licenses, Certifications or Professional Designations

- Must maintain current Open Water Diving Certification (C-Card) from an approved agency, which includes PADI, SSI, and NASE.
- Must maintain current certification in American Red Cross CPR, AED and First Aid.
- Must maintain a valid state driver's operating license.

Physical Requirements

- Must be able to bend/twist body in order to clean aquariums.
- Must be able to stand for extended periods of time while cleaning aquariums.
- Must be able to dive into fish tanks to clean large aquariums.
- Must drive to the customers' locations.
- Must be able to lift up to 80 pounds.
- Must be able to perform job duties while wearing protective equipment as required by Reef Tectonics.

Working Conditions

- May occasionally deal with upset customers.
- May come in contact with unclean aquariums, and be required to handle dead fish.

Personal Values and Work Characteristics

Note: This job description is a general outline of the job tasks, duties and responsibilities of the position indicated. All incumbents are expected to perform other duties as assigned by management, or by others authorized by management. The job description is not to be construed as a contract for employment.