



## ROLES AND RESPONSIBILITIES

**Job Title:** Guest Associate/Photographer    **Position Type:** Full Time/Part Time  
**Department:** Operations    **Direct Supervisor:** Team Leader

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### JOB DESCRIPTION AND GENERAL INFORMATION

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#### Job Description

A guest associate should be dependable, flexible and switch from one role to another.

#### Roles & Responsibilities

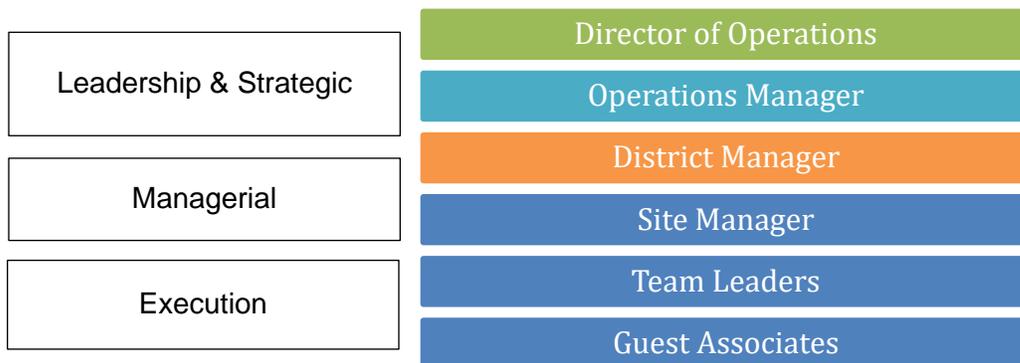
The roles and responsibilities of the Guest Associate/Photographer can range from a roving photographer, green screen photographer, green screen editor, Viewing Order Station / cash register personnel, flaggers, and spec board sellers. They can be assigned indoor, outdoor or in the water basis site locations and geographies. However, following are broad responsibilities for Guest Associates in DEI Global:

- i. **Capturing Memorable Moments:** The primary responsibility of a GA/Photographer in a tourist spot is to capture high-quality photographs that showcase the beauty and unique aspects of the location and memorable experience for the guest/s. This can include capturing guest interactions, moments against the background of the site's landscapes, landmarks, cultural events, local traditions.
  - ii. **Providing a Professional Service:** Our Guest Associates/Photographers must offer their services to guests who'd like to have their photos taken. This involves capturing the photos in the designated area where they can take portraits or group photos of guests. They should have good communication skills to interact with guests and make them feel comfortable in front of the camera.
  - iii. **Creativity and Composition:** Our Guest Associates/Photographers needs to have a keen eye for composition and creativity to capture visually appealing images. They should be able to select the right angles, lighting, and framing to highlight the memory for the guest and the beauty of the site/location and create compelling visual narratives.
  - iv. **Equipment and Technical Expertise:** Our Guest Associates/Photographers should
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have a good understanding of photography equipment, including cameras, lenses, lighting, and other accessories as per the assigned area. This means that underwater photography needs a specific technical acumen as compared with green screen photography. They should be proficient in operating their gear and have the technical knowledge to adjust settings according to different lighting conditions and shooting scenarios.

- v. **Post-Processing and Editing:** After capturing the photographs, Guest Associates/Photographers should spend time editing and post-processing the images to enhance their quality. This can involve adjusting colors, contrast, sharpness, and removing any imperfections or distractions.
- vi. **Guest Service & Sales:** All guest associates/ photographers are responsible for selling their photographs to the guests. Guest Service involves engaging with guests, suggesting poses, providing information about the images, communicating pricing, offers and packages and recommending print options.
- vii. **Marketing and Promotion:** Guest Associates/Photographers may also be involved in marketing and promoting the partner sites through their captures. They may collaborate with the partner sites management and support in promoting the sites by publishing their work on websites, social media platforms, or in travel magazines to attract more guests to the respective site/location.
- viii. **Ensuring Safety and Respect of Self & Partner Property:** Guest Associates/Photographers should be mindful of the rules and regulations of the partner site, respecting the privacy and cultural sensitivities of guests and locals. They should prioritize safety, both for themselves and the guests they are photographing, and follow any guidelines or restrictions in place.

**Role Matrix:**



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## QUALIFICATIONS

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- I. Educational Background / Work Experience Required
    - a. At least a high school graduate
    - b. Experience working in customer facing industry; Retail, Photography, F&B, Hospitality, Telecom, Finance, IT Services will be preferred.
  
  - II. Skills Required
    - a. A self-motivated fast learner
    - b. Flexible and adaptable
    - c. Has a pleasing personality, and positive outlook.
    - d. Attention to Detail and Flexibility
    - e. Excellent Interpersonal Skills
    - f. Ability to Professionally Address Customer Complaints
    - g. Problem-Solving and Conflict Management Skills
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Last Update on: 15<sup>th</sup> September 24