

INTERPRETIVE SPECIALIST: AQUARIUM OF THE BAY & SEA LION CENTER

bay.org, an equal opportunity, nonprofit employer is seeking qualified applicants to join the team as an Interpretive Specialist for programs and staff at Aquarium of the Bay and the Sea Lion Center. **bay.org** is an umbrella 501(c)(3) nonprofit organization encompassing six divisions—Aquarium of the Bay, The Bay Institute, EcoCenter at Heron’s Head Park, Bay Model Alliance, Sea Lion Center and GoPlaces. All divisions are continuing to carry out our shared mission: **To protect, restore and inspire conservation of San Francisco Bay and its watershed, from the Sierra to the sea.**

We are currently hiring one (1) full-time Interpretive Specialist; this person will focus on supporting the general public programming at Aquarium of the Bay and the Sea Lion Center, as well as supporting the daily operations at both sites.

Under the direct supervision of the Education Manager and with support and leadership of the Public Programs Coordinator, the Interpretive Specialist is responsible for ensuring the best possible guest engagement. This includes acting as an Interpretive Naturalist I and II, as well as providing leadership and support to the Naturalist team during scheduled supervisor shifts.

PRIMARY DUTIES & RESPONSIBILITIES INCLUDE:

- Provides leadership to the Education team by modelling exemplary performance as an Interpretive Naturalist including:
 - Maintaining a positive attitude among staff
 - Following all Aquarium and Education Department policies and procedures, and having a secure knowledge of these policies;
 - Delivering high quality interpretation programs;
 - Proactively troubleshooting and/or communicating challenges through appropriate channels;
- Assists with training and professional development of Interpretive Naturalist staff;
- Assists with ensuring consistent and effective communication between the Education leadership team and front-line staff, including bringing questions and/or concerns regarding day to day operations to the Public Programs Coordinator, and/or Education Manager;
- During assigned supervisor shifts, responsible for overall operations of Interpretive Naturalist staff, including but not limited to:
 - Supporting departmental operations through consistent and timely response to issues that arise, inter- and intra- departmental communication and providing leadership for the part-time staff working that particular day;
 - Coordination of any daily schedule changes to accommodate call outs and other situations requiring staffing changes;
 - General office management, including handling incoming and outgoing mail and phone calls to the Education Department, and helping to maintain all exhibit and office areas in a clean and functioning manner;
- Completion of projects related to the organization’s public programs as assigned, including but not limited to assisting with program development, execution of public programs, supplies management, and staff evaluation;
- Attendance at and participation in team meetings as scheduled;
- Support other organization-wide initiatives, including cross-division initiatives;
- Follow all bay.org safety regulations; and
- Other duties as assigned.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each primary 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 & EXPERIENCE:

- Bachelor's degree or higher or equivalent experience;
- Minimum one year of experience facilitating programming at an informal science/environmental education organization;
- Demonstrated excellent public speaking and presentation skills;
- Experience in staff management (*preferred*)
- Bilingual (*preferred*)
- For internal bay.org candidates, the following experience will also be taken into consideration:
 - Reliable attendance, including all trainings and staff meetings;
 - Consistent delivery of quality programs; and
 - No written warnings or disciplinary issues in last 90 days.

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of local ecology, conservation issues, and interpretation best practices;
- Outstanding interpersonal, verbal, and written skills;
- Detail oriented and strong multi-tasking ability;
- Able to pass a background check;
- Customer service oriented and the ability to interact with staff, volunteers, general public appropriately;
- Interest in and ability to be trained in the animal handling/animal presentation of any animal (marine or terrestrial) in the Aquarium of the Bay's animal ambassador collection;
- Interest and ability to be trained on all public programs;
- Ability to work independently and in teams; and
- Ability to take initiative and see projects through to completion with minimal supervision.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write reports and correspondence. Ability to write and present engaging science programs. 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 (for up to 8 hours), sit, walk, and reach with hands and arms, and talk or hear. The position requires frequent visits to the exhibit areas (walking on concrete floors, climbing stairs), extensive time standing, intervals of time outdoors in varying environmental conditions, tolerance of high levels of noise, and extensive public speaking, sometimes in noisy environments. Must be able to lift 30 lbs. Must either have or are able to attain a California Driver's License and be willing to be trained to drive a large vehicle and drive for off-site meetings/programs with regularity. DMV clearance required upon hire.

Position Specifics:

- This is a full-time, hourly (non-exempt) position – scheduled for an average of 32 – 40 hours per week depending on programming.
- Work schedule is Sunday through Thursday. Must also be able to work periodic early mornings and evenings.
- Benefits are included (medical, dental, vision, 403B) after a 90-day introductory period has been completed; and
- Position's starting wage of \$15.00/hour.

To Apply:

To be considered for this position, please send a resume, cover letter, and three references describing your interest and experience related to the position via e-mail to Vanessa Gayton at vanessa@bay.org. Deadline for applications is December 30, 2016.