



Florida Oceanographic Coastal Center

Exhibit Guide Job Description

Job Title: Exhibit Guide

Department: Education

Department Supervisor: Cris Wagner

Shift Leaders: Education and Aquarium Staff – Michelle Byriel, Nicole D’Antonio, Miranda Kerr, Brittany Hascup

Scheduling: Susana McHale

Purpose: To provide a high quality interactive and educational experience to visitors of all ages in the Coastal Center, around the Rays on the Reef exhibit and at the Children’s Activity Pavilion, Sea Star Touch Tank Pavilion and the Game Fish Lagoon.

Responsibilities:

- Greet and welcome visitors
- Introduce visitors to the exhibits and encourage a hands-on experience
- Answer questions about the animals in our aquariums, touch tanks, displays, and the local environment
- Maintain a presence in the center or designated location and be pro-active in offering information and help
- Assist staff and trained volunteers in supervising and educating groups
- Stay current with updates and changes to programs and policies
- Share responsibility for opening and/or closing procedures with greeters and program volunteers

Job Requirements:

- Friendly, outgoing disposition
- Interest and ability to work with people of all ages
- Excellent customer service skills
- Ability to communicate clearly
- Ability and desire to learn exhibit information and share your knowledge with others
- Help to maintain the cleanliness of the facility

Time Commitments:

- Minimum of 6 month commitment
- 1 shift per week
- Shifts are scheduled Monday-Saturday from 9:45-1:15 or 1:00-5:00.
- Sundays shift is from 11:30-4:00.
- On-call positions are available after orientation and training if you are unable to make a weekly time commitment.

Training Consists of:

- Volunteer orientation
- 4-6 shifts as a greeter
- Exhibit Guide training with education staff
- 4-6 shifts of “shadow” training with trained volunteer mentors
- After 4-6 shifts and when you are ready, request an education staff member to perform an exhibit guide evaluation to assess your ability to work independently
- Further training will be provided if necessary along with continuing educational opportunities
- If interested in learning the Ray Program, GFL Program or the Trail, please see the education staff to schedule training.

Florida Oceanographic’s Core Values:

- We believe in learning and understanding all we can about Florida’s ocean and coastal ecosystems.
- We believe in teaching children and adults about Florida’s environments in an exciting and interactive way.
- We believe in helping the visitors to enjoy and learn from their experiences at the Florida Oceanographic Coastal Center.
- We believe that our approach to work is built on respect for one another and teamwork, including all employees and volunteers, creating a good workplace and allowing work to be exciting and fun.
- We believe in providing the best possible care for all living plants and animals within our exhibits.
- We believe in being good stewards of all the material and financial resources made available to us.
- We believe that our activities and actions should encourage others to be better stewards of Florida’s ocean and coastal ecosystems.

Mission Statement:

Florida Oceanographic’s mission is to inspire environmental stewardship of Florida’s coastal ecosystems through education and research.

Volunteer Pledge:

I commit to fulfilling the above responsibilities to the best of my abilities. I further acknowledge there may be changes to this position overtime and that it is my responsibility to stay current with changes as they pertain to my role at the Coastal Center. I also understand that policies and procedures are set in place are for the safety and well-being of the animals, visitors, volunteers, staff and the organization as a whole. Updates to policies and procedures are posted in the volunteer station. I acknowledge it is my responsibility to review changes to policies and procedures at the beginning of each scheduled shift. I commit freely to working with Florida Oceanographic, to uphold its core values and strive to fulfill its mission.

Volunteer Name (printed):_____

Volunteer Signature:_____Date:_____