

**OREGON COAST AQUARIUM, INC.**  
**POSITION DESCRIPTION**

**POSITION TITLE:** Educator Guide

**REPORTS TO:** Education Coordinator

**JOB SUMMARY:** The Educator Guide conducts encounters and other public programs in support of the Oregon Coast Aquarium's mission.

**CORE ACCOUNTABILITIES**

1. TEAMWORK: Cooperation, adaptability, flexibility, communication, dependability, supports team goals.
  - Works collaboratively with all Aquarium departments.
  - Establishes and maintains open communications to enhance team effort.
  - Demonstrates flexibility in response to unexpected changes in work volume, emergencies, staffing and scheduling.
  - Fulfills work schedule and commitments.
  - Helps co-workers when assistance is requested and asks other co-workers for assistance when needed.
  - Puts the good of the Aquarium before the good of the department.
2. RESPECT AND CARING: Compassion, customer relations, professional behavior, confidentiality, valuing diversity.
  - Uses interpersonal skills, which convey a positive and supportive attitude.
  - Uses discretion in discussions related to staffing or personal concerns.
  - Gives constructive feedback in a non-blaming, positive and confidential manner.
  - Makes continuous effort to identify opportunities to meet/exceed customer needs and expectations.
  - Demonstrates commitment to understanding and valuing individual differences and fosters environment of acceptance, fairness and mutual respect.
  - Establish a vision whereby the needs of customers, other employees, volunteers, Aquarium members, donors, vendors, and members of the community are handled by Aquarium employees in an informative, courteous and respectful manner.

3. **EFFECTIVE USE OF RESOURCES:** Effective use of time, people and supplies.
  - Promotes and supports the effective use of people's talents.
  - Set priorities and schedules work to make the most efficient use of time and personnel.
  - Maintains a clean work environment.
  - Promotes cost effectiveness through the proper use and conservation of supplies and equipment.
  - Identifies and shares cost saving measures.
4. **SAFE WORK HABITS:** Safe and attentive work practices.
  - Works in a safe manner.
  - Maintains a safe work environment.
  - Reports needed repairs or potential hazards to the appropriate department as soon as identified.
  - Reports all on-the-job injuries and seeks medical attention as appropriate.
  - Stays current on emergency/crisis management procedures.
  - Follows care and handling guidelines for any animal involved in encounters.
5. **INITIATIVE:** Self-motivation, takes on project willingly, acts on opportunities to improve, and contributes new ideas.
  - Supports improvement and innovation in the workplace.
  - Demonstrates awareness of and supports Oregon Coast Aquarium departmental and operating goals through daily work activities.
  - Strives continually for quality improvement.
  - Takes the initiative to identify problems and offer potential solutions.
  - Pursues one's own professional development and contributes to the professional growth of others.

## **GENERAL ACCOUNTABILITES AND ESSENTIAL FUNCTIONS**

1. Working in collaboration with the education and husbandry staffs, leads fee-based encounters, tours and a variety of interpretive programming for the general public.
2. Disseminates accurate information regarding the natural history, husbandry, conservation, and exhibit maintenance of the animals on display utilizing effective interpretation techniques and best practices for communicating with an informal audience.
3. Prepares for each encounter or program by gathering props, biofacts, audio/video equipment as necessary and appropriate. Conducts a preliminary assessment of the encounter route to assure cleanliness and accessibility for

- each upcoming tour; Communicates with the husbandry staff on a daily basis about the encounter status.
4. Coordinates with interpretive dive volunteers and assists with logistical set-up for dive presentations.
  5. Interacts with the public on encounters and tours by responding to visitor questions and monitoring the public's behavior. Promotes questions and interactions.
  6. Follows and enforces rules of the encounter (max participants, min age, animal handling, etc), while providing excellent customer service; Assists the disabled as required and/or works closely with any attendants.
  7. Handles and feeds animals using techniques developed by and under the direction of the Curators of Fishes/Invertebrates, Birds and Mammals; Provides daily cleaning, feeding and maintenance duties for the classroom marine invertebrate system.
  8. Assists with the development and implementation of special events, including World Oceans Day, Tuna Fishery Day, Shark Conservation Weekend and Sea Otter Awareness Weekend.
  9. Performs other duties as assigned.

### **KNOWLEDGES, SKILLS AND ABILITIES (Minimum levels)**

A college degree in the natural sciences, education or related field and/or experience in an informal education facility (camps, museums, zoos, aquariums, science centers) are required.

Skills necessary for this position include a knowledge of hands-on, interpretive teaching methods, a strong ability to communicate at any age level, teaching methods that make learning fun, success at conducting programs in an outdoor setting, flexibility, a good sense of humor and related disposition, and good control of groups using positive methods.

The incumbent must be able to climb stairs, lift 50 pounds when necessary, and work in small confined areas.

The successful applicant must also be willing to work weekends, holidays and occasional evenings.

The ability to gain and hold a driver's license is required.