



## **Marine Science Center Volunteer Job Descriptions and Requirements**

### **Education Department**

This department provides several opportunities tailored to your interests. Volunteers in the Education Department work directly with our guests to interpret MSC exhibits, rehabilitation efforts and provide an understanding of our mission to educate the public about Volusia County's fragile marine habitats and the plants and animals that live within them. Volunteers can also assist in building community support through outreach and special events. The duties supply the volunteer with learning opportunities that help deliver job opportunities in the zoo and aquarium industries and environmental education facilities and allow the volunteer to make a positive impact on conserving the environment through a well-informed public. This department requires a willingness to learn that translates into positive experiences with guests and empowers them to make a conservation difference.

### **Job Description – Exhibit Gallery Specialists**

- Assist in the opening and closing of the exhibit gallery, turtle terrace, and bird exhibits. This may include cleaning and maintenance of the gallery before opening, research, and learning how to progress through the training program.
- Learn and develop the basics of visitor interaction, gallery layout, and the Exhibit Gallery Specialist Training Program. This will include training to become a Shark and Ray Touch Pool Exhibit Specialist.
- Participate in continuous learning opportunities to progress through the Exhibit Gallery Specialist Training Program. The pace is steered by the volunteer.
- Assist in-school field trips including gallery tours, eco-walks, seine netting, dissections, and plankton labs.
- Lead exhibit talks and discussions on local plants, animals and local conservation issues. This duty should lead to a comfortableness working with large crowds and educating the public.
- Continually research museum science, learning, and local conservation issues to help create the best possible learning and teaching environment possible. This includes working with staff to improve exhibit signage, self-guided and staff led tours, and exhibit design.

### **Job Description – Outreach and Special Event volunteers (for trained Exhibit Gallery Specialist Volunteers only)**

- Outreach volunteers will be required to participate in our Exhibit Gallery Specialist Program before volunteering as an outreach or special events volunteer. Trained outreach volunteers will provide the basics of MSC history, mission, general information about the exhibits and hospitals, and guest interaction.
- Special Event volunteers will assist in setting up displays and artifacts to engage the public about MSC mission and conservation. This could include interacting with large groups, promoting the MSC, and tasks associated with special events (parking, cooking, setting up, etc.).

### **Volunteer Commitment and Requirements**

- There is a six-month commitment required to volunteer with the Education Department. Volunteers are required to complete four hours per week without missing two consecutive shifts to stay active.
- Volunteers will be assisting to greet visitors and provide a warm and welcoming environment for our visitors.
- Volunteers must be able to work in a sometimes busy and loud environment.
- Volunteers are required to maintain safe human interactions with our education Rays.
- Volunteers are required to participate in our Exhibit Gallery Specialist Training Program.
- Volunteers must pass a level 11 background check.
- Communicate any health issues or allergies (immunocompromised) to the department manager.

# Marine Science Center

## Volunteer Job Descriptions and Requirements



### Turtle Hospital

This department provides excellent opportunities to assist with the rehabilitation of sea turtles, gopher tortoises, and many other miscellaneous reptiles. The duties supply the volunteers with a wide variety of experiences helpful to seek employment in the veterinary industry, growing zoo and aquarium industry and the enjoyment of working with and helping conserve sea turtles gopher tortoises and miscellaneous reptiles.

### Job Description

- Help maintain rehabilitation systems (pools) and exhibits appearance. This involves cleaning, monitoring patient health, and identifying any perceived issues.
- Perform basic maintenance to ensure biological, mechanical and chemical filtration systems are operating correctly. Monitor and record life support equipment and parameters.
- Assist in intake procedures such as required paperwork, placement of the patient into appropriate housing, assist with initial triage procedures and associated treatment plan.
- Daily basic cleaning duties consisting of keeping hospital and terrace windows clean as well as other miscellaneous husbandry tasks.
- Assist staff with patient wound care.
- Learn the diets and husbandry record keeping of the exhibit animals. This will require knowledge of the identification, life history, and nutritional requirements for gopher tortoises, exhibit snakes, and box turtles.
- Walk rehabbing gopher tortoises and box turtle patients for foraging, exercise and UV benefits. Close monitoring during this time is required.
- Continually monitor both patient and resident behaviors.
- Guest interaction and education are encouraged while volunteering.

### Volunteer Commitment and Requirements

- There is a one, 4-hour shift on a consistent day, per week, for a minimum commitment of 6 months. Volunteers are required to complete four hours per week without missing two consecutive shifts to stay active.
- Minimum of 18 years or older.
- Volunteers may be exposed to zoonotic diseases.
- Exposure to inclement weather, uneven terrain, wet conditions, cleaning chemicals, and standing for long periods.
- Able to lift 50 pounds. Volunteers can be accepted with lifting restrictions but may be limited in qualified duties.
- Positive attitude and interest in learning.
- Communicate any health issues or allergies (immunocompromised) to the department manager.

# Marine Science Center

## Volunteer Job Descriptions and Requirements



### Bird Hospital

This department provides excellent opportunities to work directly with the rehabilitation of injured birds and husbandry of our resident birds. Volunteers will gain experience with a wide range of bird species including raptors and migratory bird species. The duties supply the volunteers with a wide variety of experiences helpful to seek employment in the veterinary industry, growing zoo and aquarium industry and the enjoyment of working with and helping conserve birds.

### Job Description

- Learn basic husbandry tasks including cleaning and sanitizing enclosures, observing bird health and behavior, and record keeping.
- Identifying exhibit and enclosure maintenance issues (loose boards, evidence of predators, protruding nails or screws, damaged mesh/wire, etc.)
- Perform basic life support maintenance to ensure the biological, mechanical, and chemical filtration systems are operating correctly. This includes changing and cleaning filters.
- Learn the life history and conservation issues of the exhibit and rehabilitation birds, MSC Bird Hospital history and statistics, general hospital operations to help educate visitors to the bird sanctuary about birds and conservation efforts.
- Learn the diets and husbandry record keeping of the exhibit animals. This will require knowledge of the identification, life history, and nutritional requirements of the animals.
- Prepare daily diets for the exhibit and quarantine animals. This duty involves handling, cutting, and weighing raw seafood, rodents, and baby chickens.
- Using knowledge gained from the previous duties; create enrichment items to help stimulate the birds. This includes assessing the mental health and emotional health of the birds and developing new enrichment ideas to propose to the Bird Hospital Manager.
- After at least one year of committed volunteer training and above-mentioned prerequisites, the volunteer can begin the Bird Handling Program. This program will allow volunteers to build relationships with exhibit birds, receive advanced bird handling techniques, train birds to stand on a perch or scale or load into a transport carrier, and, eventually, participate in live educational programs.
- Perform health assessments of exhibit and rehabilitation birds.
- Participate in bird transports and rescues.

### Volunteer Commitment and Requirements

- There is a four-month commitment required to volunteer with the Bird Hospital. Volunteers are required to complete four hours per week without missing two consecutive shifts to stay active.
- Volunteers are required to work in dirty, smelly environments that contain dead fish, rats, mice and bird feces.
- Volunteers may be exposed to zoonotic diseases.
- Volunteers may be required to lift 25 pounds. Volunteers canD be accepted with lifting restrictions but may be limited in qualified duties.
- Exposure to inclement weather, uneven terrain, wet conditions, cleaning chemicals, and standing for long periods.
- Communicate any health issues or allergies (immunocompromised) to the department manager.



## **Marine Science Center Volunteer Job Descriptions and Requirements**

### **Aquariums Department**

This department provides excellent opportunities to work directly with the health of our exhibit animals and exhibit appearance. The duties supply the volunteers with a wide variety of experiences helpful to seek employment in the growing zoo and aquarium industry and the enjoyment of working with marine animals.

### **Job Description**

- Assist with the collection and testing of exhibit and rehabilitation system water quality parameters necessary to keep the animals healthy. This includes using water-testing equipment, handling chemicals, learning the basics of aquarium water chemistries, and following strict cross-contamination guidelines. Volunteers do not need to have any knowledge of chemistry.
- Help maintain exhibit appearance. This involves cleaning, monitoring aquarium inhabitant health, and identifying any exhibit issues.
- Perform basic life support maintenance to ensure the biological, mechanical, and chemical filtration systems are operating correctly. This includes changing and cleaning filters.
- Learn the diets and husbandry record keeping of the exhibit animals. This will require knowledge of the identification, life history, and nutritional requirements of the animals.
- Prepare daily diets for the exhibit and quarantine animals. This duty involves handling, cutting, and weighing raw seafood.
- Assist with the feeding of exhibit animals and recording of pertinent husbandry notes.
- Help with fish and invertebrate health assessments. This may include creating wet mounts and using microscopes to diagnose fish and invertebrate diseases.
- Conduct advanced water chemistries using direct titrations and colorimeter testing equipment. This duty will involve learning more than the basics of water chemistries and aquarium science. (Not a prerequisite to the next description.)
- Assist with the completion of daily operational requirements (am and pm) important to maintaining the daily health and husbandry of the AQU/LSS Department. This may include training new volunteers and being a point of contact for minor aquarium and life support issues.

### **Volunteer Commitment and Requirements**

- There is a four-month commitment required to volunteer with the AQU/LSS Department. Volunteers are required to complete four hours per week without missing two consecutive shifts to stay active.
- Volunteers may be exposed to zoonotic diseases.
- Volunteers may be required to lift 50 pounds. Volunteers can be accepted with lifting restrictions but may be limited in qualified duties.
- Exposure to inclement weather, uneven terrain, wet conditions, cleaning chemicals, and standing for long periods.
- Communicate any health issues or allergies (immunocompromised) to the department manager.



## **Marine Science Center Volunteer Job Descriptions and Requirements**

### **Guest Services Department**

This department offers an excellent opportunity to provide memorable guest interactions. Whether you are assisting customers with purchases or displaying merchandise, each MSC Guest Services team member is a representative of the County of Volusia. We help create experiences that inspire our visitors while furthering our county's conservation mission.

### **Job Descriptions**

#### Greeter Station

- Assist greeter with daily opening procedures such as raising the flag, opening gates, general cleaning.
- Assist greeter with welcoming visitors, stamping hands, and general public relations.
- Assist visitors with facility locations and program schedules.

#### Gift Shop Station

- Assist staff with customer transactions such as pulling merchandise, bagging, and customer questions.
- Assist with display merchandising and inventory management such as receiving, pricing, reporting on low inventory levels, and storage.
- Assist with general cleanliness of the gift shop - Clean glass doors (entrance, turtle terrace, and back hall door), clean and tidy shelves, and dust wall hangings.

### **Volunteer Commitment and Requirements**

- There is a four-month commitment required to volunteer with the Guest Services Department.
- Volunteers are needed to complete four hour shifts per week.
- Volunteers will be assisting in greeting visitors and providing a warm and welcoming environment for our visitors.
- Volunteers must have a general knowledge of the MSC facility and mission.
- Volunteers must be able to work in a busy and occasionally loud environment.
- Volunteers will need to be able to stand, reach, bend, and lift 5 lbs.
- Volunteers must be willing to work together as a team while providing superior customer service.
- Volunteers must use good observational skills and communication.