



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.