



## **Position Description**

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**Position Title:** Camp H2O Volunteer  
**Department:** Education

### **I. Position Summary**

The Education Volunteer must enjoy working with children and be enthusiastic in his/her approach to dealing with youth. They will work directly with Education staff members to provide assistance and back up. Students participating in Camp H2O range from 5-11 years old.

### **II. Qualifications:**

1. Complete *Training: 250 Tropical Diver*
2. Complete *Training: 230 Ocean Voyager*
3. Complete both *Training: 220 & 221 Cold Water Quest*
4. Complete required Education training
5. Enjoy working with children and animals.
6. Experience working with children is a plus.
7. Experience interpreting animal or museum exhibits is a plus.
8. Develop an engaging & interactive identity
9. Ability to stand and walk for 4-hour shifts.

### **III. Responsibilities:**

1. Support educators with activities for guests, primarily through assisting with touch pools.
2. Assist with preparing and resetting supplies and materials.
3. Administrative tasks, i.e., filing, typing and copying.
4. Assist with preparing craft projects as needed.
5. Perform other duties as workload necessitates.

### **IV. Description of Activities:**

1. At the beginning of shift report to education team space for assignment.
2. Volunteer may demonstrate to guests how to safely touch the animals at touch pools and share information about the animals.
3. Volunteers will shadow educators to support program activities such as gallery tours, art projects and program projects for appropriate age groups.

### **V. Uniform Requirements:**

1. Acceptable shirt styles include the polo (short and long sleeved), the button up polo, and the button up Oxford shirt. Acceptable colors include navy, Riviera blue, and white.
2. All shirts should be tucked in except for the women's polo.
3. Any shirt worn under your uniform shirt should not be noticeable.
4. Pants shall be navy, khaki, black, and charcoal grey. Solid colors only; please no designs or patterns. Also, denim and "cargo" pants are unacceptable. This means no side pockets on or below the knee. Shorts no more than two inches above the knee are acceptable for summer camp volunteers.
5. Acceptable outerwear includes the soft shell jacket, the navy reversible vest, the cardigan sweater (zip up and button), and the cardigan vest (zip up). These items shall be in navy blue. If you wear a jacket or sweater, you should have collared uniform shirt underneath it.
6. Shoes shall be closed-toe with a full heel in black or dark brown and uniform in color. Solid navy shoes are acceptable for women only. No stripes or other patterns.

7. Name tags are mandatory and must be worn on the outermost layer of clothing on the right hand side of your uniform at all times. Please do not add decorations or other adornments to the name tag.
8. All uniforms shall be neat in appearance and not showing excessive wrinkles. Please iron or have your uniforms pressed before coming to work to present a neat appearance.
9. Uniforms that are faded or stained should be retired.

## **VI. Professional Expectations:**

1. Safety & Security
  - a. All Team Members are required to adhere to all Georgia Aquarium safety and security standards.
2. Courteous and Welcoming Posture
  - a. We create a welcoming and positive atmosphere that is indispensable as we strive to create memorable guest experiences.
3. Professional in Uniform and Grooming
  - a. We look the best we can to ensure we deliver nothing less than professional hospitality and customer service.
4. Acknowledgement of the Guest
  - a. We recognize it is exceptional service that will bring our guests back and it begins with a greeting that shows we are approachable and eager to assist.
5. Anticipation of the Guest
  - a. We are ready to provide exceptional service to our guests through well prepared, confident Team members.
6. Teamwork
  - a. We understand we have one chance to make a good first impression and it takes the efforts of all of us to guarantee this happens.
7. Knowledge of Aquarium
  - a. We will meet and exceed our guests' expectations when we have knowledge of the Aquarium.
8. Ownership of Responsibilities
  - a. We take pride in our Aquarium by being accountable for our actions and the guests' perception of the facility.
9. Thank the Guest
  - a. We realize the way to seal our relationship with our guests is to show our appreciation through common courtesy.

## **VII. Georgia Aquarium Values:**

Respect, Teamwork, Integrity, Accountability, Hospitality, Innovation, and Fun