



## **Volunteer Position Description**

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**Position Title:** Commissary Volunteer  
**Department:** Husbandry

### **I. Position Summary**

The commissary volunteer will assist Aquarium staff with the preparation of food for the animals. The commissary is where diets for all our animals are prepared. This is a clean environment that meets FDA regulation standards for food preparation. Therefore, along with food preparation, the volunteer will be expected to routinely clean surfaces & utensils. Some lifting and carrying of bulk food packages of up to 50 lbs. may also be required.

### **II. Qualifications:**

1. Must be at least 18 years old.
2. Must be able to commit to a weekly schedule.
3. Complete *Training 141-Zoonotic Disease Awareness*.
4. Must have completed 32 hours (training and front-of-house shifts).
5. Must be able to lift 50lbs. and stand for a 4-hour shift.
6. Must be able to pay close attention to detail (e.g., correct weighing, sorting).
7. Must be able to strictly adhere to Aquarium confidentiality policy.

### **III. Responsibilities:**

1. Work closely and interact with biologists from all galleries and with commissary staff.
2. Pay close attention to detail (weigh food quantities) and thoroughness when completing a task.
3. Prepare food: gel food, animal diets.
4. Clean and sanitize commissary sinks, floor and utensils.
5. Maintain confidentiality regarding information received during their shift.
6. Provide an environment of hospitality by following the Nine Levels of Professional Expectations and supporting the *Values* of Georgia Aquarium (see below).

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

1. The commissary volunteer will report directly to the commissary at the beginning of their shift.
2. The commissary volunteer will take direction from the nutrition technicians.
3. For the duration of their 4-hour shift, the volunteer will assist with the daily operations under the guidance and direction of experienced commissary staff. Activities may include:
  - Moving and carrying boxes and containers of seafood
  - Washing and sorting seafood items
  - Cutting and chopping seafood items
  - Weighing items
  - Preparing food gel
  - Cleaning utensils and work surfaces.

## **V. Attendance Policy**

1. Commissary Volunteers must be scheduled in the VIC for their shift
2. If a volunteer is running late, he/she should call 404.581.4370 (after 6:30am) OR 404.581.4367 (before 6:30am ) and leave a message
3. If a volunteer is unable to make their shift, the Volunteer should notify Tim Mackay ([tmackay@georgiaaquarium.org](mailto:tmackay@georgiaaquarium.org)) or Juliet Eckert ([jeckert@georgiaaquarium.org](mailto:jeckert@georgiaaquarium.org))
  - a. If aware of a missed absence in advance, please email AND call 404.581.4367 and leave a message
4. **Volunteers who miss 3 shifts without advance notice will be asked NOT to volunteer in the commissary.**

## **VI. Uniform Requirements:**

1. Acceptable shirt styles include the polo (short and long sleeved), the button up polo, and the various short sleeved pull over tee shirt styles.
2. All shirts should be tucked in except for the women's polo.
3. Any shirt worn under your uniform shirt should be black, white, or grey.
4. Shirts worn in the commissary should not be worn to volunteer in public areas.
5. Shorts or pants shall be navy, khaki, black or charcoal grey. Solid colors only; no designs or patterns. Shorts may be no more than 3 inches above the knee.
6. 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. Shoes shall be closed-toe with a full heel. Please choose shoes that you don't mind getting wet and provide good traction on wet surfaces.
7. Name tags should be worn on the outer most layer of clothing when crossing public areas, but you may remove them while working in behind the scenes areas. Any achievement pins, etc. need to be secured so that they are not at risk of falling into exhibits.
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.

## **VII. 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.

**VIII. Georgia Aquarium Values:**

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

If selected to volunteer, I will adhere to the all information contained within the above Volunteer Position Description. If I do not do so, I understand that I may be asked to leave the position.

Signature \_\_\_\_\_ Printed Name \_\_\_\_\_

