



Volunteer Position Description

Position Title: Water Quality Volunteer
Department: Veterinary Service and Conservation Medicine

I. Position Summary

The water quality volunteer will assist aquarium staff with collection of water samples and testing for various aspects, such as pH, ammonia, nitrate, salinity, etc. This is a sterile environment therefore, volunteers may be asked to assist with general cleaning and housekeeping tasks.

II. Qualifications:

1. Must be at least 18 years old.
2. Must be able to commit to a twice monthly 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 water quality technicians.
2. Pay close attention to detail (weigh chemical quantities) and thoroughness when completing a task.
3. Complete water sample analyses.
4. Clean and sanitize countertops and instruments.
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 water quality volunteer will report directly to the water quality lab at the beginning of their shift.
2. The water quality volunteer will take direction from the water quality 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 water quality staff.

V. Uniform Requirements:

1. Acceptable shirt styles include the polo (short and long sleeved), the button up polo, the oxford, 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. Pants or shorts shall be navy, khaki, black, and charcoal grey. Solid colors only; please no designs or patterns.
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. Please choose shoes that you don't mind getting wet, and will provide you with 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.

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

VII. Commitment

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 _____