



Position: Education Specialist
Reports to: Sales and Outreach Manager
Date: October 2023

Job Summary:

The Education Specialist is responsible for assisting with the implementation and delivery of a variety of informal marine and conservation educational programs at Dolphin Quest Bermuda and for creating a welcoming atmosphere for Dolphin Quest guests in a fun, outdoor environment. This position will also be responsible for leading the location's stewardship and outreach efforts, in conjunction with the Sales and Outreach Manager.

Typical Duties and Responsibilities:

- Create a fun, entertaining, and interactive atmosphere while hosting our education guests.
- Enthusiastically teach all education programs and activities in a safe and learning-friendly environment.
- Deliver accurate information regarding marine life, multi-species and marine conservation messages to guests.
- Assist with the implementation of all program improvements as designated by assigned task items.
- Deliver consistent dynamic and innovative education programs while ensuring inclusion of local elements.
- In conjunction with the Sales and Outreach Manager ensure that current education programs are aligned with the relevant Bermuda curriculum, current approved Ocean Science Standards and the AMMPA Education Standards.
- Personally demonstrate how to conduct enthusiastic and motivating education programs so that others become education ambassadors for Dolphin Quest.
- Engage like-minded community and cultural leaders, groups and associations on common issues of relevance to Dolphin Quest.
- Build and leverage internal and external relationships to enhance the company's profile within the community.
- Act as the primary stewardship liaison, identify, organize, schedule and attend conservation-based events. Participate and run the Dolphin Quest Booth at environmental festivals and events.
- Coordinate education staffing for events and field trip delivery.
- Work with Sales and Outreach Manager to develop, update, and maintain tools to showcase Dolphin Quest research and stewardship activities.
- Work with the Sales and Outreach Manager to develop new and inspiring educational experiences for our guests.
- Assist with biofact maintenance and with multi-species care, handling and education with guests.
- Champion and demonstrate marine stewardship through conversation messaging and individual practices.
- Assess site visit group(s) and utilize age-appropriate props.
- Enthusiastically approach guests, initiate conversations, and answer questions in a positive, confident and efficient manner.
- Share knowledge of Dolphin Quest, its history, the dolphins, and their habitat.
- Handling unexpected situations in a calm, professional manner, including being able to confidently address guests.
- Exemplify effective communication, guest interaction and teamwork skills in all aspects of duties.
- Support all other departments by cross training in all functions to assist with operational needs.
- Maintain safe working conditions and ensure safety concerns are reported and resolved quickly.

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- Ensure adherence to Dolphin Quest guidelines and standards.
- Be environmentally responsible and support community involvement.
- Perform other duties as assigned.

Job Qualifications:

- Bachelor's degree in related field or related training and/or experience necessary to meet the qualifications listed below.
- Hands-on experience in the education field or any of the following experiences:
 - Internship experience with primary responsibility for implementing environmental/nature, social-cultural, historical, or closely related curricular/interpretive materials or programs in an aquarium, zoo, nature center, or another informal education facility OR
 - Volunteer experience with primary responsibility for implementing environmental/nature, social-cultural, historical, or closely related curricular/interpretive materials or programs in an aquarium, zoo, nature center, or another informal education facility OR
 - Teaching or instructional experience in a formal setting.
- Demonstrated passion for marine and conservation education.
- Basic knowledge of ecological and biological principles. Basic knowledge of flora and fauna of marine and aquatic environment.
- Communication skills to transmit information to staff, visitors and program participants in a clear and thorough manner.
- Interpreting experience preferred.
- Excellent organizational skills required.
- Ability to assess guests needs and respond appropriately.
- Ability to shift priorities as operational needs change.
- Ability to embrace and demonstrate Dolphin Quest's conservation and stewardship values.
- Ability to work effectively with both children and adults.
- Ability to work independently and in a team environment.
- CPR/First Aid Certification preferred.
- Computer and internet skills.

Physical Demands and Working Conditions

The physical demands and working conditions described here are representative of those that must be met by a Crew Member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Crew Member is occasionally required to stand; walk; sit for long periods on indoor and outdoor surfaces; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The Crew Member must occasionally lift, carry and/or move up to 23 kg. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the Crew member may be exposed to predictable and controllable hazards associated with having close contact with aquatic animals, working outdoors in uneven terrain with constant exposure to sun, wind and outdoor elements, and moving about on slippery surfaces. On-the-job duties may require some time in salt-water, actively swimming, diving, and working in ocean water elements. This job may entail repeated entry and exit into lagoon area with the need to hoist oneself out of a lagoon.

The noise level in the work environment is usually moderate.