

Position: Education Specialist Level I
Reports to: Manager of Education



DOLPHIN QUEST®

Job Summary:

The Education Specialist I is responsible for the implementation, delivery, and evaluation of a variety of educational programs that promote Dolphin Quest and its mission. This individual will also be responsible for creating a welcoming atmosphere for Dolphin Quest guests in a fun, outdoor environment and for the pre-and post-dolphin experience as the Host/Hostess who will provide sensational customer service while socializing with guests. The Education Specialist will utilize interactive live-animals, marine props and activities, will help when needed, and will answer any questions guests may have. This position reports to the Manager of Education.

Typical Duties and Responsibilities:

- As Educator:
 - Create a fun, entertaining, and interactive atmosphere while hosting and conducting all education programs.
 - Teach all assigned education programs and activities for all ages.
 - Deliver accurate information regarding marine life, multi-species and marine conservation.
 - Champion and demonstrate marine stewardship through conversation messaging and individual practices.
 - Assist with the implementation of all program improvements as designated by assigned task items.
 - Deliver consistent programs while ensuring inclusion of local elements.
 - Ensure that a safe and learning-friendly environment is maintained for all education programming.
 - Assist with biofact maintenance.
 - Assist with multi-species care, handling and education with guests.
 - Help train other Crew Members to conduct programming and to become education ambassadors for Dolphin Quest.
 - Assist with developing, implementing and evaluating education plans according to the Next Generation Science Standards, the Hawaii's Common Core State Standards, the Hawaii Content Performance Standards, and the AMMPA Education Standards.
 - Support all other departments by cross-training in all functions in order to assist with operational needs.
 - Maintain safe working conditions and ensure safety concerns are reported and resolved quickly.
 - Ensure adherence to Dolphin Quest guidelines and standards.
 - Model environmentally responsible behaviors to guests, business partners, and crew members.
- As Host/Hostess:
 - Enthusiastically approach guests, initiate conversations and answer questions in a positive, confident and effective manner.
 - Share knowledge of Dolphin Quest, its history, the dolphins and their habitat.
 - Handle multiple tasks in a busy environment.
 - Handle unexpected situations in a calm, professional manner, including being able to confidently address guests.
 - Assess the need for host/hostess duties and position self in the most effective location.
 - Assess group(s) and utilize age-appropriate props.
 - Ensure we “walk the talk” by acting environmentally responsible in recycling, conserving energy, using environmentally friendly products when feasible.

- Greet all guests and Crew Members that you encounter and offer assistance.
- Promote quality service among Crew by acting as a positive role model.
- Maintain quality standards regarding customer service and guest interaction.
- Embrace the Dolphin Quest “open door” policy where Crew Members are free to constructively express their concerns and feelings without fear of retribution or ill will.
- Maintain open and positive relations with all Dolphin Quest/Quest Global Management locations and Crew Members.
- Ensure that necessary information exchange mechanisms are identified and cultivated.
- Serve in whatever role is needed for better company efficiency and productivity.
- Creatively generate new ideas and working solutions.
- 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.
- Background and training in the field of education and the implementation of informal education programs.
- Familiarity with effective instructional strategies for informal education.
- Communication skills to transmit information to staff, visitors and program participants in a clear and thorough manner.
- Ability to take direction and complete multiple tasks.
- Basic knowledge of ecological and biological principles.
- Basic knowledge of flora and fauna of marine and aquatic environment.
- Computer and internet skills.
- Desire to “touch hearts and minds through fun, innovative experiences that create a connection to nature and a passion to learn more.”
- Valid Driver License.
- 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 learn about, handle appropriately, and share information about multi-species.
- 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.
- Japanese speaking preferred
- CPR/First Aid Certification preferred.
- Ability to lift up to 50lbs.

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 50 pounds. 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 fairly 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 long periods of 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.