

VOLUNTEER JOB DESCRIPTION

EDUCATION VOLUNTEER – Gallery

The purpose of this role is to assist the Education Department engaging guests in the Aquarium to enhance their visit. Gallery Volunteers are stationed throughout the galleries to interpret exhibits, animals, and plants by offering educational information to visitors through interpretation and storytelling. Gallery Volunteers will interact with guests through cart stations and exhibit interpretation. Being a Gallery Volunteer is a combination of correct educational information, using appropriate guest interaction techniques, and good customer service. Gallery volunteers do **NOT** work with animals.

WORK AREA

Tennessee Aquarium galleries in both buildings: Ocean Journey & River Journey

QUALIFICATIONS

- Be at least 16 years old
- Be enthusiastic and cheerful
- Outgoing and approachable
- Be prompt and reliable
- Be proactive in problem solving
- Ability to work collaboratively in a team environment
- Ability to work with a diverse group of people
- Requires stationary positions throughout both buildings during your shift

DUTIES & RESPONSIBILITIES

- Engage and answer visitor questions as they visit the Aquarium
- Interpret exhibits and the habitats they represent through use of cart programs and exhibit interpretation
- Convey an environmental message to the public that stresses the relationship between all living things and the importance of stewardship
- Extend hospitality to our guests visiting the Tennessee Aquarium
- Self-schedule online through the Volgistics portal
- Contact the Education Department Team if you are unable to work your scheduled shift.

TRAINING

- Attend all 6 group training sessions that will be held on Thursdays Evenings

SHIFTS

Shifts are offered seven days a week for both Adults & Teens:

- **9:30am-12:00pm / 11:30am-2:00pm / 1:30pm-4:00pm**

COMMITMENT

Adults:

- Commit to minimum **1 full year of service**
- Be available to volunteer a minimum of one **2.5 hour shifts three times a month and must include one weekend shift a month**. Total of **80 hours** a year

Teens:

- Commit to **1 full year of service**
- Be available to volunteer a minimum of one **2.5 hour shifts twice a month and must include one weekend shift a month**. Total of **50 hours** a year