

## Job Description

# All Participating Organizations - Job Descriptions

## Executive Positions

Job Code:	<b>105</b>
Job Title:	<b>President/Chief Executive Officer/Executive Director</b>
Job Description:	Accountable for the current and long-term operation and growth of the Institution by directing the implementation of the institution's mission, strategies and plans, culture, and operating policies. Accountable for the Institution's human and financial resources, collection, facilities, and programs consistent with the policies developed by the Board. Serves as the Institution's principal spokesperson with key publics, including community leaders, donors, regulators, and professional peers. Position includes significant fund raising responsibility. Reports to the Board of Directors/Trustees.

Job Code:	<b>110</b>
Job Title:	<b>Top Accounting / Controller Position</b>
Job Description:	Directs all financial and administrative activities for the Institution and all affiliated Institutions. Plays a key role in fund raising planning, strategy and execution. Actively participates in Institution-wide policy decisions, strategic planning, fundraising strategy, Board relations, resource allocation and representation of the Institution's mission and brand.

Job Code:	<b>115</b>
Job Title:	<b>Top Capital Planning Position</b>
Job Description:	Responsible for Institutional capital improvement programs including long and short term planning, budget development, management and project monitoring. Manage the planning, design and construction of major capital projects. Oversee the maintenance of the building facilities and utility systems. Develop and implement energy and water conservation initiatives that responsibly manage use and cost. Responsible for providing facility conditions that are suitable for staff and/or guests.

Job Code:	<b>120</b>
Job Title:	<b>Top Development Position</b>
Job Description:	Accountable for planning, directing, and evaluating the philanthropic activities of the Institution. Formulates, recommends, and implements fundraising strategies and programs to support the Institution's goals and objectives. Responsibilities may include: membership; major gifts; regular solicitations; corporate and foundation grants; annual and capital campaigns; planned giving; endowment; and special events. Works closely with CEO and Board of Trustees in setting the strategy and/or implementing some or all of these activities.

Job Code:	<b>125</b>
Job Title:	<b>Top External Affairs Position</b>
Job Description:	Oversees the planning and direction of the Institution's public funding goal setting and implements strategies to maximize the Institution's potential to attract funds from government sources. Responsibilities include identifying and attracting city, state, and federal prospects, and developing productive relationships with governmental representatives.

Job Code:	<b>130</b>
Job Title:	<b>Top Facilities Position</b>
Job Description:	Accountable for planning, directing and evaluating the installation, maintenance, servicing, and repair of all equipment, buildings, and grounds necessary for continuity of operation and the safety of staff and guests. Coordinates with appropriate divisions in the design, construction, operation, and maintenance of buildings, enclosures, operating systems, and other facilities. Assures compliance with federal, state, and local insurance ordinances, regulations, and codes.

Job Code:	<b>135</b>
Job Title:	<b>Top Financial/CFO Position</b>
Job Description:	Accountable for the current and long-term effectiveness of all financial functions of the Institution, including: accounting; budgetary controls; cash receipts and disbursements; capital budgets; payroll, credit and collections; treasury; investment; audits; and risk management. Establishes institutional lines of credit. May serve as the Institution's liaison with third-party food and retail partners. This position may also oversee administrative functions.

Job Code:	<b>140</b>
Job Title:	<b>Top Human Resources Position</b>
Job Description:	Accountable for the development, implementation, and administration of the Institution's policies relative to employment, employee relations, compensation and benefits, wellness, employee development and training, regulatory oversight, and health and safety for jobs and people at all levels of the Institution. May include oversight responsibility of an Institution-wide volunteer program.

Job Code:	<b>145</b>
Job Title:	<b>Top Information Technology Position</b>
Job Description:	Responsible for helping align the technology vision with the Institution's business strategy. Provides high-level technical guidance, strategic technology planning, and analytical support. Requires an understanding of program and business process trends and issues and an ability to identify the practical implications of new technologies and relate system capabilities to business and program goals. Responsible for coordinating development of the Institution technology plan, coordinating technology and information systems matters; identifying associated priorities, opportunities and risks; and coordinating development of technology-related policies and operational procedures. Manages the Information Technology Staff.

Job Code:	<b>150</b>
Job Title:	<b>Top Marketing Position</b>
Job Description:	Accountable for the Institution's overall strategic and integrated marketing programs that includes oversight responsibility of advertising and promotional campaigns, online marketing efforts and sponsorship relationships. Develops marketing strategies and identifies revenue producing opportunities based on audience and market research to support the Institution's goals and objectives. Assigns and directs activities of marketing and communications personnel.

Job Code:	<b>153</b>
Job Title:	<b>Top Philanthropy Position</b>
Job Description:	Responsible for all philanthropy and fundraising initiatives across the Institution and its affiliates. Leverages the organization's unique brand as a conservation leader to raise significant philanthropic resources through both capital and annual campaigns, with emphasis on individual donors, foundations and corporations. Promotes professional development of the philanthropy team, increasing their knowledge, skills and team performance to better serve their clients and each other. Develops and manages all phases of capital campaigns, annual giving, planned giving, special project, events and membership development programs. Fosters an organizational culture of philanthropy that values mission-based, long-term relationships with individuals, institutions, and communities.

Job Code:	<b>155</b>
Job Title:	<b>Top Conservation Officer</b>
Job Description:	Develops, directs, and implements long-range plans for conservation activities for the Institution through supervision of staff and coordination of conservation activities with other internal departments. Coordinates the Institution's conservation activities with relevant programs in other Institutions and institutions. Serves a spokesperson for the Institution's conservation program.

Job Code:	<b>160</b>
Job Title:	<b>Top Conservation / Education Programs Position</b>
Job Description:	Accountable for the daily operations, strategic direction and leadership for all departments at the Institution related to education and research. Accountable for planning, developing, and evaluating the institution's conservation programs that support the Institution's mission and goals. Contributes to long-term strategic planning efforts and monitors quality standards for the Institution's education/research efforts. This position may also include oversight of guest services.

Job Code:	<b>165</b>
Job Title:	<b>Top Exhibits and Design Position</b>
Job Description:	Accountable for the planning, design, development, construction, evaluation and maintenance of all educational and informational exhibits, signage, exhibit related publications and other related materials. Develops the institution's long range exhibition plan, schedules and budgets. Develops and ensures compliance with the institution's image and standards. Oversees the activities of staff and contract designers, builders, and artists.

Job Code:	<b>170</b>
Job Title:	<b>Top Guest Services Position</b>
Job Description:	Conceptualizes, plans, develops and executes Visitor Services system. Administrates Food Service and Gift Shop revenue centers. Gives leadership to most front-line guest departments. Responsible for the administration of the guest experience through the direction of Admissions, Guest Operations, Custodial Services, Food Services and Gift Shop departments. Includes oversight of the Ticketing, Cash Handling, Central Reservations, Security, Emergency Medical Technicians, Credit card sales, Guest way finding, Stroller check, Mail Room, Guest Advocates and Ambassadors, building cleanliness, Gift Shop buying, product control, warehousing, merchandising and sales. Directs formulation and control of revenue forecasting for revenue generating areas.

Job Code:	<b>180</b>
Job Title:	<b>Top Operations Position</b>
Job Description:	Accountable for the effective management of major operating and/or support functions consistent with the Institution's goals and objectives. Units managed may include marketing/communications, human resources, finance, research, exhibits, education, facilities, and/or husbandry. May manage all Institution functions and be the only direct report to the CEO/Executive Director; or could manage all line functions only (for example, Development would report in elsewhere). This position may also be called Managing Director or EVP.

Job Code:	<b>185</b>
Job Title:	<b>Top Visitor Experience &amp; Education</b>
Job Description:	Directs planning, budgeting, implementation and evaluation of visitor experience and programs for on-site audiences, schools, teachers, community and youth. Charged with matching Institution conservation mission messages with market trends to create dynamic guest experiences. Included in this charge is staff training, feedback and reinforcement for all paid and volunteer staff.

Job Code:	<b>190</b>
Job Title:	<b>Chief Administrative Officer</b>
Job Description:	As a member of Executive Team, the Chief Administrative Officer is accountable for the strategic and tactical leadership of the Human Resources, Information Technology, and Administrative business units. Ensure that work output is timely and of the highest professional quality when serving both internal and external customers. Assist with staffing and resource allocation decisions. Leads shared administrative services, focused on strategic management, as well as administrative support across the organization, ensuring the productivity and team effectiveness. Leads the alignment of Aquarium technology processes and solutions with the organization's business strategy, focusing on leadership of project prioritization and management, team development, and strategic planning. Typically Requires: Bachelor's degree with 10 or more years directly related business experience.

Job Code:	<b>195</b>
Job Title:	<b>VP, External Affairs</b>
Job Description:	Plan and coordinate governmental affairs strategy for the organization and its affiliates. Responsibilities include strategic relationship building with community, political and government leaders. Meet annual revenue expectations for public funding. Position the organization to receive capital and or programmatic funding from City, Counties, and State governments. Maintain consistent updates and communication with Leadership Team on critical public funding issues. Cultivate and maintain positive relationships with state, city and county government officials who influence funding decisions as well as their administrative staff. Typically Requires: Bachelor's degree in science, education or related field; with 10 or more years related experience.

## Executive Department Positions

Job Code:	<b>205</b>
Job Title:	<b>Administrative Assistant to Pres./CEO/Ex. Dir.</b>
Job Description:	Responsible for serving as a trusted advisor and resource support to the CEO and the constituencies served by the Executive Office to ensure the delivery of superior executive level support and office administration. Works directly with the CEO to manage and plan work and projects at levels ranging from strategic to clerical and will direct attention and resources to priority matters to manage an effective engagement of the CEO. Accountable for engaging and working with Staff, Board Chairs, Investors, Community Partners, Peer Institutions, Political Leaders, Media and Visitors. Typically Requires: Bachelor's degree or equivalent work experience with three to five years' administrative experience.

Job Code:	<b>210</b>
Job Title:	<b>Head of Executive Office</b>
Job Description:	Manages and leads the coordination of administrative services for the corporate office. Works as a partner to both the Executive Office and Finance & Administration to deliver quality value added services in support of Institution priorities and goals. Supports the Boards of Directors and is the liaison to all administrative and constituency offices as well as the Leadership Team. Manages and coordinates special projects as needed and directed by the Executive Office. Typically Requires: Bachelor's degree or equivalent with five or more years' related administrative/project management experience.

## External Affairs Department

Job Code:	<b>255</b>
Job Title:	<b>Director, Government / Public Relations</b>
Job Description:	Organizes plans and directs governmental and/or public affairs strategies and programs to develop and maintain interest, understanding and goodwill towards the Institution and its affiliates. Responsibilities include strategic relationship building with community, political and government leaders. Develops and maintains internal communication programs to ensure the Institution's awareness of public and governmental affairs, legislation, and funding issues that affects its activities. Actively participates in Institution-wide policy decisions, strategic planning, fundraising strategy, Board relations, resource allocation and representation of the Institution's mission and brand. Typically Requires: Bachelor's degree or equivalent experience, with eight or more years related government/public affairs experience.

## Human Resources

Job Code:	<b>305</b>
Job Title:	<b>Director, HR Services</b>
Job Description:	Acts as an advisor and advocate to assigned client areas; establishes credible and productive relationships with business leaders, peers, and vendors/consultants. The position's success requires the use of business knowledge, employment law expertise, and familiarity with all Institution policies and procedures to effectively facilitate the process of identification and analysis of opportunities to build on operational excellence through strategic staffing. Working across the Institution, the position facilitates human capital planning and performs or manages duties at the professional level in some or all of the HR core service areas. Typically Requires: Bachelor's degree or equivalent experience, with eight plus years' related HR experience.

Job Code:	<b>310</b>
Job Title:	<b>HRIS/Payroll Partner</b>
Job Description:	Responsible for all aspects of managing the Payroll process, all aspects of managing the Human Resource Information System including managing projects around enhancing and adding to services managed within the HRIS and managing all needed reporting from the system. Accountable for all aspects of quality HR service as a point of contact for internal customers in need of HR support. Provides administrative support for HR partners in the delivery of key services such as Compensation, On-Boarding, Compliance and Employee Engagement. Typically Requires: Bachelor's degree or equivalent experience in an HR related field, with three plus years' HR program coordination experience. PC proficient.

Job Code:	<b>315</b>
Job Title:	<b>Wellness Coordinator</b>
Job Description:	Responsible for coordinating, planning, organizing, evaluating and communicating a comprehensive employee wellness program directed towards enhancement of health, reducing health risks and improving employees' overall health status. This position is in the HR department and develops and implements program goals and objectives, coordinates special projects, provides direction and support to wellness champions throughout the Institution. Develop and maintain necessary infrastructure to track wellness rewards points and determine eligibility for incentives. Track and monitor overall wellness program spending, best practices identifying and tracking trends. Typically Requires: Bachelor's degree or equivalent experience in related field. Three years' program coordination experience with one year focused on wellness program preferred. Strong program management skills; exceptional oral and written communication skills; PC proficient.

Job Code:	<b>320</b>
Job Title:	<b>Human Resource Business Partner</b>
Job Description:	Provide day-to-day HR related consultative guidance, coaching and support to management and staff regarding employee relations issues, recruitment strategies, performance behaviors, interpretation of employment laws and organizational policies and procedures. Act as a consultative business partner by assisting in achieving organizational goals both strategically and tactically. Consult with all tiers of leadership to support goal creation and achievement, as well as organizational planning and development. Execute various HR programs. Typically Requires: Bachelor's degree in Business Administration, Human Resources Management or a related field; with three or more years of progressive Human Resources experience.

## Marketing

Job Code:	<b>405</b>
Job Title:	<b>Director, Marketing Communications</b>
Job Description:	This position will serve as a key member of the marketing and Institution leadership teams and will include direct involvement on strategic direction related to image, positioning and messaging. Specific responsibilities will include management of the advertising and promotions, media relations, digital marketing, social media and creative services communications teams. Additional responsibilities include oversight and close collaboration with membership, development, guest services and exhibits and design to ensure integrated marketing Institution-wide and ROI accountability for all marketing initiatives. Typically Requires: Bachelor's degree or equivalent experience, with eight or more years related experience in marketing and communications areas.



Job Code:	<b>410</b>
Job Title:	<b>Group Sales Manager</b>
Job Description:	Responsible for establishing and executing sales plans at the national level. This position is responsible for exceeding sales revenue goals, developing and maintaining valued customer relationships, expanding the Institution's current customer base, and developing and maintaining professional selling skills throughout the sales team. Typically Requires: Bachelors degree or equivalent functional experience with three plus years direct sales management related experience.

Job Code:	<b>415</b>
Job Title:	<b>Integrated Marketing Coordinator</b>
Job Description:	Responsible for overseeing the daily coordination of Marketing's promotions, promotional events and online initiatives. Works with the Marketing team to meet attendance and associated goals. Develops and executes innovative promotional programs in core and outer markets to increase market awareness. Collaborates with web and communications teams on social media strategy and execution. Responds to advertising and promotional inquiries, coordinates media promotions and ensures all marketing materials are relevant and in place. Typically Requires: High School education with two or more years' experience in marketing, promotions and online programs. Strong English/writing skills, strong interpersonal and presentation skills, experience with social media platforms preferred.

Job Code:	<b>420</b>
Job Title:	<b>Media / Public Relations Manager</b>
Job Description:	Oversees, plans and executes media/public relations outreach, handling media/public issues on behalf of the Institution. Manages the strategy and execution of the Institution's social outreach programs, including the creating a presence on new and strengthening existing high-profile social media channels, engaging content planning, curating user-generated content and integrating social media into the overall marketing and business strategies. Responsible for maintaining a positive public image for a company or Institution through distributing news releases, holding news conferences and fulfilling speaking engagements. Builds a strong rapport with media entities, company employees and the public. Typically Requires: Bachelor's degree or equivalent functional experience, with five or more years related experience in public relations roles.

Job Code:	<b>425</b>
Job Title:	<b>Online (Digital) Content Manager</b>
Job Description:	Responsible for developing the creative strategy and the content for the Institution's online properties. Leads the development and production of interpretive online content and supervises internal and external writing resources, video production and social / public media efforts. Works with other departments to determine their web content strategy and needs and balances them with the Institutional goals and the production schedule and resources. Responsible for establishing and maintaining the online voice of the Institution. Typically Requires: Bachelor's degree or equivalent work experience., with five plus years' in scientific writing for a lay audience, copy editing and writing for the web in marketing, science and education. Understanding of Internet technologies, architecture and web usability issues. Excellent verbal and written communication skills.

Job Code:	<b>430</b>
Job Title:	<b>Social Media Specialist</b>
Job Description:	Responsible for implementing the Institution's social media strategy, developing brand awareness, generating inbound traffic and encouraging product adoption. This role coordinates with the internal Marketing and Public Relations teams to support their objectives, ensuring consistency in voice, cultivating a social media referral network, and manages social media campaigns and day-to-day activities. Typically Requires: Bachelor's degree or equivalent work experience, with two or more years media/public relations, and/or marketing experience. Excellent verbal and written communication skills.

Job Code:	<b>432</b>
Job Title:	<b>Social Media Manager</b>
Job Description:	Responsible for the development and execution of the organization's social media strategy, with the goal of developing brand awareness/reputation, generating inbound conversations and encouraging relationships with our online community. Manages social media campaigns and day-to-day activities while coordinating with internal marketing teams to support their objectives, ensuring consistency in voice and cultivating a social media community. Include strategic social media content development and execution, research and development of innovative social media practices, and planning for the social media component of marketing campaigns. Typically Requires: Bachelor's degree, preferably in communications, business administration or a related topic; plus four or more years related job experience.

Job Code:	<b>435</b>
Job Title:	<b>Social Media Content Creator</b>
Job Description:	Responsible for developing and delivering rich content in a variety of formats to support audience engagement on the facility's social media properties, ensuring best-in-class storytelling that supports the facility's mission to inspire conservation of specific topics. This role includes creative concept ideation, asset creation, and coordination as well as content-related project management. The content creator also participates in social care, responding to questions and comments from followers in a timely and engaging way. Responsible for writing video scripts and captions. Keeps abreast of trending news and hashtags; responds rapidly to emerging opportunities. Stays current on social media vehicles, trends, and best practices and incorporate them into the facility social strategy. Has at least five years of related professional experience with a minimum of two years on the social media team of a business or organization. Should have a Bachelor's degree in communications, marine biology or related field would be preferred.

Job Code:	<b>440</b>
Job Title:	<b>Photographer (Exhibits / Events)</b>
Job Description:	Provides high quality images for exhibit display, public relations, marketing, and Aquarium publications. Produces photo projects and assumes photo editor responsibilities. May act independently to plan, coordinate, photograph, edit and deliver projects. Indexes all digital images he/she produces in files available to clients. Responsible for archiving all current and legacy material. Takes photographs of specimens, exhibits and other images for marketing purposes such as press releases, magazine articles, newsletter and annual reports. May take photos at events, of aquarium guests, and headshots, etc. Shoots underwater photographs for exhibit display and publication needs. May design and build specialized tanks and sets, utilizing custom lighting equipment and environment to photograph aquatic and terrestrial specimens. Typically Requires: Bachelor's degree in photography, or related training and courses with a photography certification. SCUBA certification required.

Job Code:	<b>450</b>
Job Title:	<b>Videographer</b>
Job Description:	Responsibilities include video production of educational, corporate, documentary, VNR video news release, and exhibit- related productions targeting both local and national outlets. Participates in all stages of production, from project conceptualization through delivery. Provides expert level videography for interviews and B-roll and is well versed in various field production techniques. May produce film and edit visual media in multiple formats for exhibits and other institutional needs working closely with internal members. The position may be responsible for development of necessary scripts and storyboards. Typically Requires: Bachelor's degree in video production or related studies/work experience; with 2 years of experience with related video graphic responsibilities.

## Annual Giving & Membership

Job Code:	<b>505</b>
Job Title:	<b>Director, Membership</b>
Job Description:	Manages the daily operations of General Membership and Annual Giving programs, including the coordination and implementation of annual and special project fund raising programs and general membership renewal, acquisition and member programs; implementation of donor giving societies; and the formulation and tracking of the budgets relating to these operations. Assists with the planning of development strategy. Typically Requires: Bachelor's degree or equivalent experience with eight or more years related experience.

Job Code:	<b>510</b>
Job Title:	<b>Donor Relations Coordinator</b>
Job Description:	Responsible for providing excellent customer service to the Institution's members and donors, primarily through telephone support and gifts processing. This position answers member calls, performs data entry, runs routine reports, prepares membership fulfillment packets and attends and assists with member nights. Typically Requires: High School education or an equivalent GED, with 2 years' administrative experience, excellent customer service skills and proven computer proficiency.

Job Code:	<b>512</b>
Job Title:	<b>Donor Relations Officer</b>
Job Description:	Responsible for planning and implementing donor relations strategies to help the department meet its annual contributed revenue goals. Essential functions focus on identifying, cultivating, soliciting and stewarding a portfolio of active donors and a pool of donor prospects, with a goal of realizing annual fund gifts. Analyzes donor records; creates and implements specific solicitation plans for these individuals; proposes gift ask amounts and prepares donor letters and emails; makes follow up phone calls to appeals. Should have a minimum of four years work experience and/or a Bachelors degree.

Job Code:	<b>515</b>
Job Title:	<b>Membership Assistant</b>
Job Description:	Responsible for assisting with all aspects of the Institution's donor relations program that includes "cultivation" calls, coordinating donor events and fulfilling donor benefits such as tours and donor recognition. This position provides regular donor tracking reports, maintains the departmental master calendar, and coordinates the print materials in support of the Donor Relations program. Typically Requires: Bachelor's degree or equivalent experience, with three plus years' of Development/fund raising experience in a non-profit Institution, event coordination experience, and excellent customer service and written/oral communication skills.

## Special Events

Job Code:	<b>705</b>
Job Title:	<b>Catered Events Manager</b>
Job Description:	Responsible for establishing and executing plans for marketing events in concert with marketing and communications Institutions. This position is responsible for developing and maintaining community partnerships and strategic relationships, expanding the Institution's community profile, and developing and maintaining professional skills. Typically Requires: Bachelor's degree or equivalent work experience with five plus years in managing marketing / public based catering events.

Job Code:	<b>710</b>
Job Title:	<b>Special Events Coordinator</b>
Job Description:	Responsible for providing oversight and logistical support for a broad range of special projects, events, conferences and Institution-hosted workshops. Manages related budget, product negotiation and procurement of all event and conference supplies, print pieces and gifts. Responsible for staff and volunteer scheduling, special event phone line and the hotel reservation program when appropriate. Typically Requires: High School education or equivalent GED, with 2 plus years' logistical event experience, PC and database proficient, excellent written and oral skills.

## Creative Services (Marketing Support)

Job Code:	<b>805</b>
Job Title:	<b>Director, Creative Services</b>
Job Description:	Responsible for directing all phases of the creative process for all of the Institution's internal and external communications, as well as establishing design direction and guidelines. This is a hands-on position that requires both leadership and strong contribution to the projects on a daily basis. This position is actively involved and participates in creative work. In addition, this position is responsible to maintain and evolve the brand guidelines that govern the creative elements. The position ensures the department runs effectively, creating an environment that inspires creativity and the best design and copy from his/her team. Typically Requires: Bachelors degree or equivalent work experience, plus eight or more years design related experience.

Job Code:	<b>810</b>
Job Title:	<b>Graphic Artist</b>
Job Description:	Supports the graphic design efforts in design and/or oversight of printing, production, and distribution of various printed and digital materials (including, but not limited to, ads, brochures, coupons, newsletters, booklets, and invitations). Enters the design process at any point, from concept through production, working with clients and vendors to creatively achieve successful outcomes within time and budget constraints. Submits specifications to vendors for competitive bids. Coordinates deliveries and internal distribution of completed projects. May perform limited administrative duties, including processing of invoices and maintenance of sample archive. Typically Requires: Bachelor's degree or equivalent learning/work experience, plus two years' related graphic design experience.

Job Code:	<b>815</b>
Job Title:	<b>Graphic Designer</b>
Job Description:	Provides graphic and digital design in support of marketing initiatives, including online promotion and growing e-communications, as well as supporting teams, functions, and departments across the Institution. Responsible for designing, scheduling, and producing print publication and promotional materials, banners, signage, and other collateral materials; and supporting web marketing and e-communications with digital design. Typically Requires: Bachelor's degree or equivalent learning/work experience, plus three years' related graphic design experience. Strong PC skills.

Job Code:	<b>820</b>
Job Title:	<b>Senior Graphic Designer</b>
Job Description:	Responsible for creating and executing graphic design projects from concept to completion. Also responsible for understanding and implementation the broad stylistic direction of the organization. Areas of work include branding, graphics, communications, interaction, research. Provides additional design directions on the work of once of more graphic designers, who then create computer-generated comps and layouts, as well as final art files. They also directs and coordinates outside support vendors, such as printers, illustrators, photographers, etc. Responsibilities include interaction with the end-user/client, project flow and productions. Assists in setting design department schedules and project organization, managing client budgets. At least 7 years experience in commination design, production and/or computer/tech. A degree in graphic design or comparable training/experience.

## Development

Job Code:	<b>905</b>
Job Title:	<b>Annual Giving Manager</b>
Job Description:	Responsible for the development and management of a comprehensive, strategic, integrated effort to build the base of individual donors and increase the level of support through annual giving at the Institution. Coordinates year-round cultivation and solicitation programs that support all annual fund programs and efforts. Develops and implements the master plan and calendar for all phases of annual giving, including, but not limited to, mail and phone segmentation, unrestricted giving at all levels, member solicitation, and staff engagement. Typically Requires: Bachelors degree or equivalent work experience, plus five years development related experience.

Job Code:	<b>910</b>
Job Title:	<b>Development Systems Specialist</b>
Job Description:	Oversee the daily operation of the maintenance and management of the donor database system, including all associated donor tracking, acknowledgements, research and subsequent reporting and metrics. Provides support to development activities by assisting with creation of reports and mailing lists, developing and implementing policies for data integrity and user procedures. Typical Experience: Bachelors degree or equivalent work experience in database management, plus three years' related work experience.

Job Code:	<b>915</b>
Job Title:	<b>Grant Officer</b>
Job Description:	Responsibilities include identifying, cultivating, soliciting and stewarding funders. This position manages a portfolio of funders and prospects, with an emphasis on securing support for new projects from new sources. Also responsible for crafting, constructing and submitting effective proposals, reports and funder communications, along with generating complex and standard program and project budgets. Typically Requires: Bachelor's degree or equivalent work experience, with three plus years experience in grant writing and institutional fundraising; demonstrated success in identifying, cultivating, soliciting and stewarding grants and partnerships with corporations, national foundations and government agencies; excellent communication skills and PC proficient.

Job Code:	<b>925</b>
Job Title:	<b>Individual Giving Manager</b>
Job Description:	Provides strategic leadership in the development and implementation of comprehensive fundraising strategies for the Institution's annual, major gifts, membership and planned giving programs to meet and exceed established annual financial and participation number goals, and plan for long-term program growth. Develop and manage expense budgets and revenue goals for all individual fundraising efforts. Typically Requires: Bachelor's degree or equivalent work experience, with five or more years related development experience.

Job Code:	<b>927</b>
Job Title:	<b>Development Research Analyst</b>
Job Description:	Identifies, qualifies and researches major gift prospects and donors to support the Development department in meeting the facility's contributed revenue goals. Integral member of the Development team, specifically responsible for conducting high-level, thorough biographical and financial research and preparing confidential profiles and briefings for directors, officers and VPs. Writes, edits and proofreads briefing materials including, but not limited to donor research profiles and other basic research reports. Ensures accuracy and completeness of reports and other documents. A minimum of 3-5 years experience on research, data analytics, data mining/modeling in a non-profit, university or other philanthropic institution. A Bachelor's degree or equivalent experience.

Job Code:	<b>930</b>
Job Title:	<b>Institutional Giving Manager</b>
Job Description:	Provides strategic leadership in the development and implementation of comprehensive fundraising strategy focused on generating foundation, corporate, and government support; and provides leadership and expertise in the development and implementation of the Institutions institutional giving programs. Typically Requires: Bachelor's degree or equivalent work experience, with five or more years related development experience.



## Finance & Administration

Job Code:	<b>1005</b>
Job Title:	<b>Accountant</b>
Job Description:	Responsible for performing the monthly close, maintenance of fixed asset records and assisting with the annual close and preparation and execution of the annual financial audit. Reconciles bank and investment statements, asset and liability accounts, prepares journal entries for capitalization and monthly depreciation and maintains fixed asset records and supporting schedules. Assists with annual 990, prepares regulatory filings, coordinates annual preparation of 1099's to vendors and IRS and acts as a back-up to Payroll. Typically Requires: Bachelor's degree in Accounting, Economics or Finance or having an equivalent work experience, with three year's related experience in accounting/financial areas.

Job Code:	<b>1010</b>
Job Title:	<b>Budget Manager</b>
Job Description:	Responsible for compiling, monitoring, and reporting upon the annual and interim projected budgets of the Institution. The position develops the methodology, training tools, electronic tools, timetable and internal communications for the annual budget. Principally responsible for developing budget instructions and guidance. Provides related training to departmental managers. Oversees ongoing analysis of budget projects to actual expenses. Assist the CFO when making budget presentations to the Board. Participate in other Accounting/Finance responsibilities or projects as necessary. Bachelor's degree in Accounting, Economics or Finance or having an equivalent experience, with five year's related experience in accounting/financial areas.

Job Code:	<b>1020</b>
Job Title:	<b>Administrative Assistant II</b>
Job Description:	Accountable for performing administrative support functions for a Team of office professionals in a busy office environment; to include internal communication (email, calendars and phones) and visitor/customer service (front reception & phones). Under general supervision, provides general clerical and administrative support of moderate to advanced complexity to an organizational unit or group of professionals. Typically Requires: High school diploma or general education degree (GED), with two to four years related administrative experience and/or training.

Job Code:	<b>1025</b>
Job Title:	<b>Administrative Assistant I</b>
Job Description:	Accountable for performing administrative support functions for a Team of office professionals in a busy office environment; to include internal communication (email, calendars and phones) and visitor/customer service (front reception & phones). Under direct supervision, provides general clerical and administrative support to an organizational unit or group of professionals. High school diploma or general education degree (GED) with less than two years related administrative experience and/or training.

## Information Technology

Job Code:	<b>1105</b>
Job Title:	<b>Desktop Support Specialist</b>
Job Description:	Responsible for evaluating, implementing and troubleshooting PC based computer systems and applications for the Institution's staff. Responsibilities include maintenance and administration of the Institution's intranet site, and may include overseeing the Library and Art & Artifacts collection and the ZIMS animal record database. This position is also responsible for creating and maintaining special purpose external web sites. Typically Requires: Bachelor's degree or equivalent experience, with three years' of experience in an IS environment. Experience with copyright and permissions in traditional and digitized media. Experience working in a multi-faceted computer environment utilizing a wide variety of PC based and client/server applications and peripheral devices.

Job Code:	<b>1110</b>
Job Title:	<b>Network Administrator</b>
Job Description:	Responsible to ensure the stable operation of the in-house computer network. Install and support servers including e-mail, print, and backup servers and their associated operating systems and software. Ensure network connectivity of all workstations. Plan, advise and implement internal networking and PC controls including security. Administer all equipment, hardware and software upgrades. Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information. Typically Requires: Associate's degree in Information Technology or a related area with two plus years related work experience in network administration.

Job Code:	<b>1115</b>
Job Title:	<b>System Administrator</b>
Job Description:	The System Administrator's role is to manage PC, server and application upgrade projects, provide Tier 2 support for helpdesk trouble reports, and mentor Tier 1 support technicians. Develop virtualization strategy for desktop client operating systems and applications. Conduct research on computer products in support of PC procurement and development efforts. Evaluate and recommend hardware products for purchase. Write technical specifications for purchase of PCs, networking hardware and related products. Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, networked peripheral devices, and networking hardware and software products. Typically Requires: Associates' degree in information systems technology or equivalent, with two plus years related experience.

Job Code:	<b>1120</b>
Job Title:	<b>Web Developer</b>
Job Description:	As a member of the IT Technical team, the Web Developer is responsible for the technical implementation and maintenance of web/online projects. Provides front-line support, routine maintenance and web based system upgrades. Works closely with the Web Design and Web Content team, developing web pages, answering technical questions, troubleshooting issues and providing code. Perform on-going clean-up of legacy code and ensures the website is rendering well on all major devices / web browsers. Typically Requires: Bachelors degree in information systems technology or equivalent, with two plus years professional experience hand-coding client-side web technologies, and developing web applications.

Job Code:	<b>1125</b>
Job Title:	<b>Web DevOps Engineer</b>
Job Description:	As a member of the IT Technical team, the Web DevOps Engineer implements, maintains, and automates the systems and operational processes that support the development and deployment of organizational websites and online services. Responsibilities include maintaining the build environment, automation, source control and productivity tools. Typically Requires: Bachelors degree in information systems technology or equivalent, with two plus years related experience.

## Facilities

Job Code:	<b>1205</b>
Job Title:	<b>Custodial Manager</b>
Job Description:	Responsible for the administration of activities within the custodial department. Responsible the management of staff that includes hiring, scheduling and evaluations. Coordinates activities associated with the maintenance and cleanliness of the facility, including all interior and exterior exhibit areas, restrooms, conference rooms, auditorium, glass and acrylics. Responsible for coordinating all room set-ups, integrated pest management, landscape maintenance, waste management and recycling program. Responsible for annual budget and green product procurement. Typically Requires: High School education or equivalent GED, with five years custodial experience including custodial experience in a management role.

Job Code:	<b>1210</b>
Job Title:	<b>Custodial Supervisor</b>
Job Description:	Assists the Manager in providing the highest quality of service, cleanliness, and safe environment for all guests and staff by performing and ensuring that scheduled training and all cleaning programs and schedules are followed. Ensure that staff has adequate supplies, materials and equipment to work with at the start and during their shift. Maintains inventory control and purchase supplies. Inspect work areas daily, noting the quality of cleanliness on an inspection form, special projects that need to be completed and scheduling them to be completed in an acceptable time frame. Inspect all electrical equipment daily for safety, and report all unsafe equipment to the Custodial Manager. Train new staff and retrain current staff in all aspects of their job duties, HAZCOM, and safety orientation, while documenting all training completed. Typically Requires: High School education or equivalent GED, with two years custodial experience including experience in a leadership role.

Job Code:	<b>1215</b>
Job Title:	<b>Custodian</b>
Job Description:	Responsible for the upkeep and preventative and corrective cleaning of the building. Performs routine, scheduled and special project cleaning and all custodial duties as required. Typically requires: High School diploma or equivalent preferred, with some custodial experience.

Job Code:	<b>1216</b>
Job Title:	<b>Senior Custodian</b>
Job Description:	Performs all the essential duties of the intermediate Custodian level position (#1215). Additional assigned duties may be more varied and somewhat more complex at this level. Position incumbents may work under minimal supervision. Typically Requires: High School diploma or equivalent education, with two or more years direct prior experience in the intermediate Custodian level position.

Job Code:	<b>1220</b>
Job Title:	<b>Director, Facilities</b>
Job Description:	Responsible for planning, organizing, scheduling, directing and overseeing the operations of all Institution facilities and equipment, and coordinating with the Safety Department to ensure the Institution's physical plant and grounds are maintained in first-class working order. Develops plans and programs that meet present and anticipated space and facility requirements. Prepares cost estimates for building maintenance, renovations, or space allocations. Evaluates completed work and checks for conformance to specifications and requirements. Typically Requires: Bachelor's degree or equivalent, with eight or more years related facilities operations experience.

Job Code:	<b>1222</b>
Job Title:	<b>Facilities Technician</b>
Job Description:	Responsible to maintain and perform with a full working knowledge and experience of journeyed trade including electrical, plumbing, mechanical, carpentry, and/or pump system trades. Maintains good working knowledge non-journeyed trades including areas such as Ozone, life support systems, pumps, motors, sand filters, etc. Maintains all facility systems to operate consistently and reliably, including Life Support & general building pumping systems. Oversee all major facility repairs made by outside vendors. Typically Requires: High school diploma or general education degree (GED), with 6 years in the specified trade of which at least 1 year was at the Journeyman level.

Job Code:	<b>1225</b>
Job Title:	<b>Journey Maintenance Mechanic</b>
Job Description:	Responsible for maintaining and repairing mechanical equipment and systems, routine building maintenance and installation and repair of doors, doorframes, hardware and panic devices. Maintains inspections on motor vehicles. Typically Requires: Safe work conditions that meet OSHA requirements, trade school graduate and/or two years' experience in facilities maintenance, working knowledge of power mechanical devices, systems and doors (including hardware).

Job Code:	<b>1230</b>
Job Title:	<b>Lead Maintenance Mechanic</b>
Job Description:	Keeps all buildings, equipment and grounds well maintained, clean and working in a first-class manner. Perform work as a mechanic, particularly on the more complicated systems. Troubleshoots and solves problems. Ensure all systems are properly maintained, including the regular testing of emergency and other life safety and specialty equipment. Leads the teams of Mechanics with various levels of experience and knowledge. Communicate regularly with staff in other departments, in particular the status of work orders, changes, complications, completions and resolutions. This is the highest craft level. Typically Requires: High School diploma or GED equivalent, with ten or more years experience at the Journeyman level of which 3 years was Supervising technical trade personnel. Current Masters License in one or more of the technical trades. The Technical trades are either in the Mechanical or Electrical fields.

Job Code:	<b>1235</b>
Job Title:	<b>Project Manager</b>
Job Description:	Provide project oversight, coordination and technical support for the Institution's projects that involve construction, remodeling, furniture and engineering. Observe and monitor progress and quality of project work, budgets and schedules to ensure all parties under contract comply with the terms and conditions of their contracts. Coordinate and implement action plans, schedules and budgets for assigned projects in conjunction with project team members and other personnel as necessary. Typically Requires: Bachelor degree in Architecture, Civil Engineering, Structural Engineering, Mechanical Engineering, Construction Management or related field required, with five plus years related experience.

Job Code:	<b>1240</b>
Job Title:	<b>Security Manager</b>
Job Description:	Oversee the Security Department in order to maintain safe operations 24 hours a day. Monitor overall work performance of Security Staff. Budget administration. Respond to urgent/emergency situations. Serves as liaison with the local Police Department. Continually reviews equipment, facilities and supplies in order to insure the security operation for employees and guests. Responsible for budget tracking of operating expenses and labor as assigned. Manages essential systems including radios, CCTV and Control Center. Manages Loss Prevention including property damage and Lost & Found. Manages covert surveillance operations. Typically Requires: Bachelor's degree or equivalent experience, with five years plus related experience in public or private security operations.

Job Code:	<b>1245</b>
Job Title:	<b>Security Officer</b>
Job Description:	Assist with maintaining security of the institution's buildings and ground areas 24 hours a day and respond to urgent/emergency situations. Responds to urgent/emergency situations as required. Mans and monitors the Security Control area including receiving and relaying radio communications. Patrols the buildings and outside perimeter to protect staff and visitors. Maintains the safety of the property and animal collection. Controls vehicular traffic on institution property. Completes certification program and serves as Crowd Control Manager, per State Fire Prevention Code. As needed, serves as First Responder, responding to medical needs from visitors/staff and advising appropriate action. Complies with ADA regulations. Assists with emergency and evacuation situations. Typically Requires: High School education and one year's Security experience.

Job Code:	<b>1250</b>
Job Title:	<b>Security Supervisor</b>
Job Description:	Oversees the Security operations for one of three security shifts. Shifts include Day, Evening and Night. Oversees, supports and performs duties of a Security Officer. Supervises Security Officers during assigned shift. Assists with orientation and training of new officers. Completes timesheets and work schedules. Resolves officer conflicts. Ensures posts assignments are covered and coordinates breaks. Responsible for administrative functions (scheduling, approval of leave requests, discipline and performance assessments). Typically Requires: High School education and three years Security experience. Previous supervisory experience or experience in a leadership role preferred.

Job Code:	<b>1251</b>
Job Title:	<b>Warehouse Coordinator</b>
Job Description:	Coordinate and perform the daily shipping, receiving and mail delivery operations along with the general upkeep of the warehouse building and related grounds. Performs all physical receiving and transfer functions at the warehouse. Resolves all shipping problems. Handles all shipping problems, maintains inventory and resolves all stock discrepancy problems. Typically Requires: High school diploma or general education degree (GED), with 5 years experience in warehousing operations.

## Conservation and Science Programs

Job Code:	<b>1305</b>
Job Title:	<b>Conservation Technician I</b>
Job Description:	Aides in the implementation of components of Conservation initiatives and is responsible for technical and clerical assistance for the Conservation Department staff as necessary. Executes technical aspects of conservation projects including environmental restoration and monitoring activities. Recruits volunteers, manages their participation and maintains communication with them. Purchases, maintains and manages conservation equipment. Coordinates logistical arrangements and planning for field events, including securing vendors, meals, communication plans, travel, lodging, and equipment. Collects, records, and disseminates relevant data. Typically Requires: Bachelor's degree in environmental science or related field with background experience in tidal wetlands ecology with up to one year of field experience.

Job Code:	<b>1306</b>
Job Title:	<b>Conservation Technician II</b>
Job Description:	Coordinates implementation of assigned Conservation projects including developing implementation plans, tracking budgets, acquiring resources, cultivating and maintaining new partnerships, and internal and external reporting. Conduct evaluation of project results and preparation of summary reports including financial reporting and summary assessment of results in light of project objectives and grant requirements. Manage multiple projects at once, requiring ability to address multiple tasks in different project phases, strong time management, effective communication both internally and externally and strong planning skills. Typically Requires: Bachelor's degree in environmental science or related field, with 1 or more years of field experience in the a bona fide conservation role.

Job Code:	<b>1310</b>
Job Title:	<b>Director of Conservation</b>
Job Description:	Develops, directs, and implements long-range plans for conservation activities for the Institution through supervision of staff and coordination of conservation activities with other internal departments. Coordinates the Institution's conservation activities with relevant programs in other Institutions and institutions. Serves a spokesperson for the Institution's conservation program. Typically Requires: Bachelor's degree in environmental science or related field with background experience in tidal wetlands ecology with eight plus years Conservation management including field experience.



Job Code:	<b>1315</b>
Job Title:	<b>Education Specialist</b>
Job Description:	Responsible for participating in the development, delivery and ongoing assessment of multidisciplinary and Spanish bilingual education programs on and off site for Pre-K-12 grade school groups, teens, teachers and/or community members. Participate in the development and testing of instructional materials for education programs and projects. Deliver programs as required; represent the Education department to the general public and the professional education community. Typically Requires: Bachelor's degree or equivalent, with two or more years' experience developing, implementing and evaluating programs. Oral and written fluency in Spanish and English is typical.

Job Code:	<b>1320</b>
Job Title:	<b>Head of Conservation Advocacy</b>
Job Description:	Accountable for driving the Institution's mission beyond its core or existing operations through empowering individuals and influencing policy around issues that are aligned with the Institution's mission. Works closely with the Executive Director and Development staff to establish priorities and implement outreach activities to advance goals. Includes frequent travel between state and federal capitals and requires a deep understanding of how public policy is made. Acts as a spokesperson for the Institution on mission-related issues and requires the ability to make a compelling case to opinion leaders and decision makers. Also accountable for obtaining funds needed to support all aspects of the work.

Job Code:	<b>1325</b>
Job Title:	<b>Immersion Programs Manager</b>
Job Description:	Manage the planning and presentation of a wide range of revenue-generating Immersion Programs including Tours, Animal Encounters, Sleepovers, Immersion Tours and other high end programs. Manage all aspects of Program Development to create compelling experiences for guests. Conduct program feasibility studies, integrating information from various in-house departments and functions. Design and oversee regular program evaluations. Oversee staffing for all Immersion Programs. Develop a pool of staff that are knowledgeable and customer oriented. Coordinate the annual calendar of offerings, negotiating space allocations with Catered Events, Education, Volunteer Services and other program depts. Work cooperatively with Marketing, Sales and Reservations staff to promote and sell programs. Develop gallery and take-home activities for visitors, informative fact sheets, and other publications as needed. Develops teaching tools and strategies for staff and volunteers in galleries. Typically Requires: Bachelor's degree or equivalent, with five or more years related programs management experience.

Job Code:	<b>1330</b>
Job Title:	<b>Director, Sustainable Seafood Initiatives</b>
Job Description:	Responsible for developing, implementing, and managing Sustainable Seafood Initiatives in supporting sustainable, local seafood production. Works to design and implement programs with industry partners to improve availability of information and sustainable choice alternatives in the regional/national marketplace. Develops and implements education programs to improve consumer awareness about sustainable seafood buying choices. Develops and leads efforts that are focused on creating a system that recognizes and rewards fisheries, farms, seafood companies and retailers that are committed to sustainable seafood, local sourcing and product traceability as a means to reducing ecological impacts. Typically Requires: Bachelor's degree in Biology, Business Administration or related field, or equivalent experience; advanced degree preferred. Eight years of experience developing and managing programs; preferably in the seafood industry or as an environmental advocacy.

Job Code:	<b>1335</b>
Job Title:	<b>Seafood Sustainability Coordinator</b>
Job Description:	Coordinates aspects of the organization's Sustainable Seafood Programs, including representing the programs team in internal and external collaborations, implementation of work plans including execution of major events and meetings, tracking of technical and financial aspects of programs, communication of initiatives through presentations and communication tools, assisting in the evaluation of program results and preparation of summary reports including detailed financial reporting, and coordinating multiple program initiatives. Typically Requires: Bachelor's degree in environmental science, policy, nonprofit management, or related field with a preferred background in aquatic conservation issues and nonprofit operations; with 1 - 2 years of responsible hands-on experience.

## Operations

Job Code:	<b>1955</b>
Job Title:	<b>Program Presenter</b>
Job Description:	Responsible for coordinating and presenting approximately 4 to 6 daily programs that may include auditorium, (animal feeding), children's and informal family and visitor venues. Lead multiple tours throughout the day, interact with guests to provide awareness of upcoming programs, and provide guest service when not delivering programs. May work with theater professionals to develop and implement cooperative programs. Typically Requires: High School education or equivalent GED, with two plus years experience with public speaking, musical, theatrical, and/or storytelling. Background in marine science. Excellent communication skills required.

## Exhibits & Design

Job Code:	<b>2005</b>
Job Title:	<b>Director, Fabrication &amp; Operations</b>
Job Description:	Responsibilities include documentation, fabrication, installation and daily operations to maintain all of the Institutions exhibits (interpretive elements and live animal habitats) in all public spaces (interior and exterior). Oversees the detailing, documentation, fabrication, installation and maintenance of permanent and temporary exhibits. Schedules and budgets all exhibit projects and tasks. Typically Requires: Bachelor's degree or specialized vocational training in custom industrial/artistic fabrications or equivalent experience, with eight plus years experience at live animal Institutions.

Job Code:	<b>2010</b>
Job Title:	<b>Exhibit Developer/Writer</b>
Job Description:	Serves as project manager working within an interdisciplinary team environment to develop exhibits from conceptual stages through implementation. Responsible for collaborating with an exhibit development team to plan and implement the Institution's interpretive program through the media of exhibits and all exhibit related interpretive materials. Leads the development of assigned new temporary and permanent interpretive exhibits; determining best methods of conveying the Institution's messages. Typically Requires: Bachelor's degree in biology, museum studies or equivalent experience, with three or more years related experience.

Job Code:	<b>2012</b>
Job Title:	<b>Senior Exhibit Developer</b>
Job Description:	Expert communicator whose primary roles are to provide leadership and creative vision during the research, planning, development, implementation and evaluation of the aquarium's exhibitions, as well as related programs and materials. Through collaboration relates a relevant context for visitors to actively engage with information and experience about the marine environment and ocean conservation. Conducts and/or supervises content research for an exhibition, as well as related materials, such as publications, web sites, press releases and educational materials. Minimum of five years experience leading the creating of large-scale exhibitions. Bachelor's in biology, writing/composition, museum studies or related field.

Job Code:	<b>2014</b>
Job Title:	<b>Senior Exhibit Builder/Habitat Fabrication Specialist</b>
Job Description:	A lead and key person driving habitat design, "look & feel", and visual accuracy. This position coordinates project related habitat work to completion using a compilation of visual references and models. This position generates initial habitat project time and cost estimates. This position creates and maintains a mold inventory of natural and sculpted specimens along with 3D geometric forms, all intended for use in habitat simulation or live display applications. This position mentors less experienced staff. High school diploma or general education degree (GED); with 5 or more years producing habitat simulations or naturalistic sculpture "from life".

Job Code:	<b>2015</b>
Job Title:	<b>Exhibit Graphic Designer</b>
Job Description:	Participates actively in a team environment, planning and implementing the Institution's interpretive program through the medium of exhibits. Participates in the design of permanent and temporary exhibits generating exhibit graphic concepts, proposals and elements to create graphic designs that forward the Institution's mission and goals. Produces complete fabrication documentation for complex graphics projects, participates in cost estimating and value engineering. Responsible for the creation of scientifically accurate illustrations, maps, graphs and other interpretive imagery, research and specify materials and production processes and help with the maintenance and repair of existing exhibitory and signage as is appropriate. Required: Bachelor's degree in Art, Graphic Design, Museum Studies or related field or equivalent experience, with two plus years' experience and demonstrated skills in design methods and details of fabrication for a diverse array of exhibit graphic components. Computer proficient in Windows environment, Corel Draw and Photoshop graphics programs.

Job Code:	<b>2020</b>
Job Title:	<b>Exhibits Builder</b>
Job Description:	Participates in maintenance, design, fabrication, and installation of components for live-animal displays in accordance with Institutional goals. Key involvement in all facets of this process, including materials/vendor research and purchasing, demolition, component design, on and off-site construction, transport and installation, exhibit lighting maintenance, shop upkeep, and occupational safety duties. Maintains existing live-display components including theatrical lighting and habitat décor, performed as both independent and team-oriented assignments. Participates in creative design, fabrication and installation of highly detailed and scientifically accurate new or partially renovated exhibit habitats, designed to depict specific natural forms, which must meet needs of animal collection and serve to educate visitors. Typically Requires: Vocational training or equivalent experience, with three years practical experience/knowledge in custom industrial/artistic fabrications using a wide range of materials.

Job Code:	<b>2021</b>
Job Title:	<b>Habitat Fabricator</b>
Job Description:	Responsible to provide habitat fabrication and design for new and existing exhibits. Responsibilities include key involvement in all stages of the exhibit process: from conceptualize, document, design, detail, and assist in professional bid package preparation, vendor selection, fabrication and installation. Perform fabrication, installation, and maintenance of habitat components. Will provide design for refurbishing exhibits and habitat components. Typically Requires: High school diploma or general education degree (GED), a BA/BS in Industrial Design/Fabrication or related field is often preferred. Five or more years fabrication experience and/or a combination of experience and directly related education.

Job Code:	<b>2030</b>
Job Title:	<b>Manager Multimedia Services &amp; Design</b>
Job Description:	Responsible for coordination of the design, direction, engineering, programming and installation of multimedia components in all Institution exhibit installations. Responsible for efficient maintenance management of all technical components and devices comprising interactive exhibits and audio visual exhibit systems, including computers, microelectronics, electronic, and electro-mechanical devices. Manage computer based preventative maintenance to track scheduled upkeep and repair of technical exhibit systems, and generate scheduled preventative maintenance tasks to be assigned to a Multimedia Exhibits Technician. Serves as on-site liaison between audiovisual project engineer and installation contractor for any exhibit project to ensure quality control and adherence to design intent and documentation. Oversee maintenance management of all technical components and devices comprising the Institution's interactive exhibits and audio visual exhibit systems, including computers, microelectronics, electronic, and electro-mechanical devices. Supervise and assist staff in maintenance duties when required. Typically Requires: Bachelor's degree in a related field, or equivalent experience, with five plus years' related experience.

Job Code:	<b>2032</b>
Job Title:	<b>Supervisor of Multimedia Engineering</b>
Job Description:	Responsibilities include designing, prototyping, implementing, and testing multimedia interactives for the Exhibits department. Responsibilities will also include the ongoing maintenance and upgrades to existing exhibit interactives as well as technical support to exhibit related departments and programs. Works closely with facility was staff to integrate exhibit with internal and external web services and websites when necessary. Minimum of 5 years professional experience programming interactive experiences and at least a Bachelor's degree in computer science or equivalent training/experience.

Job Code:	<b>2035</b>
Job Title:	<b>Manager of Visual Productions</b>
Job Description:	Responsible for the creation of visual and audio media content produced to support the mission of the Institution. This includes the media content for on-site experiences as well as for educational and scientific communication, donor communication, HR communication, marketing and social media as requested and other institutional requests. Manages the operational responsibilities and media production workflow of the Visual Productions section. Typically Requires: Bachelor's degree in a related field, or equivalent experience, with five plus years' related experience.

## Guest Operations

Job Code:	<b>2105</b>
Job Title:	<b>Director, Admissions</b>
Job Description:	Lead and oversee the Admissions and Central Reservations departments. Develops and oversees the management teams of these departments. Selects, provides training, completes performance assessments, and provides ongoing coaching and development to the management teams. Develop and implement ticket and reservations policies, procedures, and operations for the Institution. Develop and incorporate the guest entry / traffic management with the ticket / reservations system. Develops and manages the operational aspects of the ticketing /reservations system and incorporates them into the operational plan of the Institution. Incorporates Marketing initiatives and / or operational changes into the ticketing and reservations operations. Develops and manages online sales for all products and special events and provides sales reports to internal departments. Works with the system vendor and internal departments to provide sales access online meeting visitor experience expectations. Determines staffing needs and hires and trains management staff. Typically Requires: Bachelor's degree in a related area, or equivalent experience, with eight or more years relevant experience.

Job Code:	<b>2108</b>
Job Title:	<b>Director of Guest Experience Programs</b>
Job Description:	Oversees for all aspects of the suite of public programming that occurs year-round at the Institution and its affiliates. Responsibilities include leading all aspects of public programming and the program teams, overseeing all fee based programming and related business models, and coordinating the overall related program messaging. Determines the best mix of innovative, fun, conservation-driven programming for guests. Build and monitor the business model of fee based programming with a focus on growing attendance and achieving revenue goals. Typically Requires: Bachelor's degree or equivalent experience, with eight or more years managing programming in an informal learning environment (aquarium, zoo, museum, or other type of major attraction).

Job Code:	<b>2109</b>
Job Title:	<b>Manager of Public Programs</b>
Job Description:	Responsible for the design, development, implementation and on-going evaluation of all public programs at the Institution and its affiliates. Provides management leadership of paid and unpaid staff associated with the efforts associated with public programs. Works closely with program managers to determine the best mix of innovative, fun, conservation-driven programming for guests visiting the Institution. Oversees the development of comprehensive training/ongoing coaching models for public programs. Typically Requires: Bachelor's degree or equivalent experience, with five plus years in program management in an informal learning environment.

Job Code:	<b>2110</b>
Job Title:	<b>Guest Experience Supervisor</b>
Job Description:	Responsible for providing oversight supervision of the Guest Experience staff to ensure a superior experience for all guests. Train, coach and motivate staff, as well as coordinate their guest-interfacing activities that include opening/closing, cashiering, greeting guests, crowd control, escorts, handling guest problems proactively, professionally and efficiently. Maintenance of admission programs, ticketing system, maps and related equipment. Typically Requires: High School education or GED, with two plus years' supervisory experience in a high-volume guest service environment that includes coaching, evaluation, employee-motivation and recognition.

Job Code:	<b>2115</b>
Job Title:	<b>Guest Services Operations Manager</b>
Job Description:	Ensure a smooth flow of visitors through the facility. Direct attention to safety/security, exceptional visitor service, crowd control, building operations, and special visitor needs. Respond to guest needs as an effective problem solver and finding creative solutions while delivering world-class service. Maintain daily communication with front-line staff to create informed representatives, monitor service levels, and coach them for a successful future. Represents the Guest Services at departmental meetings, committees and workgroups. Typically Requires: Bachelor's degree or equivalent experience, with five plus years related experience in a guest service environment.



Job Code:	<b>2120</b>
Job Title:	<b>Manager, Safety &amp; Risk</b>
Job Description:	Develops and implements plans to minimize and respond to risk exposure regarding all guest and staff safety including: fire prevention, fleet management, construction safety, coordination of claims management for general liability and property, OSHA/MOSHA compliance and injury/incident prevention for visitors and staff. Directs and administers response and processing regarding all guest and staff safety incidents. Investigates, reports and follows-up with the Institution's insurance carrier. Develops compliance plan with all federal, state and local codes relating to Institutional guests and staff. Coaches management and executive staff regarding safety behavior and safety management programs. Inspects all work areas to insure a safe environment. Ensures that all facility and equipment safety inspections and preventative maintenance is performed on a regular basis. Recommends and coordinates required specific safety training for employees including evacuation, emergency drills, disaster, emergency action response, fork lift, confined space, lock-out/tag-out etc. Typically Requires: Bachelor's degree or equivalent experience, with five plus years related experience.

Job Code:	<b>2125</b>
Job Title:	<b>Reservationist</b>
Job Description:	Process reservations from groups and individuals, including but not limited to, schools, tour operators and general public. Provide customer service by phone, email, mail and fax. Create and mail confirmations, fulfill book sales, maintain databases and paper files. Mail brochures with the request for reservations. Enter and maintains the reservations information into the ticketing system. Create and sends letters to confirm the visit, including email and fax transmissions. Forward reservations for various departments, including Admissions, Education, Outreach. Accept and process payments including deposits, and balances due by check, credit card and cash. Typically Requires: High School education or equivalent GED, with one plus years experience working with the public in customer service or sales related position and strong telephone skills.

Job Code:	<b>2130</b>
Job Title:	<b>Sales Manager &amp; Reservation Center</b>
Job Description:	Responsible for developing and implementing a sales plan to increase revenue including, but not limited to group and program sales, making effective use of technology. Management of sales center staff and all online reservations that include ticketing and programs. Oversight responsibility for the Institution's school group reservation process. Typically Requires: Bachelor's degree or equivalent experience, with five years' experience with sales forecasting, metrics and reporting. PC proficient, excellent customer service, problem solving and communication skills.

Job Code:	<b>2135</b>
Job Title:	<b>Visitor Ambassador</b>
Job Description:	To be the Institution's Ambassador by providing a world class visitor experience. Provides crowd control to ensure a safe flow of visitors through the institutions buildings and outside areas. Follows all polices and safety procedures set by the Institution. Maintains assigned post in accordance with the institution's traffic plan. Seek out opportunities to assist visitors even before they realize they need assistance. Maintains ticket time schedules and appropriate visitor queuing. Ensures the safety of all visitors using escalators, movalators, and elevators. Operates the stroller and coat check area. Provides guests with emergency exit information and assistance. Typically Requires: High School education with up to one year of previous customer service experience.

Job Code:	<b>2140</b>
Job Title:	<b>Guest Services Representative</b>
Job Description:	Responsible for providing guests with the best service possible in a variety of areas throughout the venue. Responsibilities include supporting each guest's service needs from the moment of arrival at the position's assigned working post through their departure, ensuring all requests are addressed with enthusiasm and always following organizational policies and procedures. Assist guests in a friendly and positive manner regarding the organization's offerings, prices, membership, directions, and general information. Ensure the safety of all guests by following established and ad hoc safety policies and procedures. Monitors assigned area to ensure a safe environment, acting appropriately when needed to secure an area, address a concern, and/or report potential safety hazards. Typically Requires: High school diploma or equivalent, plus six months of customer service experience.

Job Code:	<b>2141</b>
Job Title:	<b>Guest Services Specialist</b>
Job Description:	Performs all the essential duties of the Guest Service Representative level position (#2140), typically in more complex guest service working posts. Specialist level incumbents function with greater latitude of discretion, and maintain a higher level of organizational and job related skills and knowledge. May assist leadership in training entry level staff. Typically Requires: High school diploma or equivalent, plus one year of customer service experience at the Guest Service Representative level, or equivalent.

Job Code:	<b>2144</b>
Job Title:	<b>Director of Guest Service Operations</b>
Job Description:	Responsibility is to provide oversight and direction to all efforts related to ensuring a clean, safe, and secure facility for all staff, visitors, and guests, by directing cost-effective environmental, safety, and security programs that ensure compliance with all federal, state, and local regulations and Aquarium standards. Ensure that the facility and all contractors/vendors are in compliance with all of the federal, state and local environmental and safety regulations. Oversees and coordinate Custodial services and activities with all departments within Aquarium facilities. Typically Requires: Bachelor's degree; with 5 – 7 years of guest service operations experience.

Job Code:	<b>2145</b>
Job Title:	<b>Guest Engagement Aide</b>
Job Description:	Responsible for supporting guest engagement programs throughout all times that the aquarium is open. Presenting formal and informal interpretation of program activities and may include activities like: working at the touch pools, engaging guests at discovery carts or with props, making formal presentations with live animals. May assist with evaluation studies and Guest Engagement daily maintenance. Typically Requires: High school diploma or general education degree (GED), with some college course work preferably in science and/or education or equivalent experience.

Job Code:	<b>2150</b>
Job Title:	<b>Guest Engagement Specialist</b>
Job Description:	Responsibilities include delivering engaging, interpretive programs that emphasize conservation actions for general visitors. Provide visitors with interpretation of exhibits and animals and answer visitor questions. Develop interpretive programs for delivery in classroom, auditorium, exhibit gallery or mobile cart settings. May also coordinate and plan special events. Handle small animals as part of the interpretive programs. May serve on interdepartmental teams to develop special events and exhibits. Typically Requires: Bachelor's degree in science, education or related field; with 3 or more years informal teaching or related interpretive experience.

Job Code:	<b>2155</b>
Job Title:	<b>Immersion Program Aide</b>
Job Description:	Responsibility to facilitate guided tours and programs which emphasize the mission to conserve the world's aquatic treasures by showcasing the Aquarium's world class exhibits, delivering world class guest service to all Aquarium guests, set-up and breakdown of daily programs, partnering with other Aquarium departments to insure success of all scheduled tours and programs, upkeep of program equipment, and assisting in the training of new staff on tours and programs. Also assist in helping to facilitate custom and VIP guest experiences, developing new tours and programs, helping to enhance existing tours and programs, and assisting the Guest Engagement team in their day-to-day operations, which includes working with animals in various exhibits and giving microphone talks to Aquarium guests. Typically Requires: High school diploma or general education degree (GED), with additional education courses and/or equivalent experience required.

Job Code:	<b>2160</b>
Job Title:	<b>Immersion Program Specialist</b>
Job Description:	Responsibilities include delivering engaging, interpretive programs that emphasize conservation actions for general visitors. Provide visitors with interpretation of exhibits and animals and answer visitor questions. Develop interpretive programs for delivery in classroom, auditorium, exhibit gallery or mobile cart settings. May also coordinate and plan special events. Handle small animals as part of the interpretive programs. May serve on interdepartmental teams to develop special events and exhibits. Typically Requires: Bachelor's degree in science, education or related field; with 3 or more years informal teaching or related interpretive experience.

Job Code:	<b>2165</b>
Job Title:	<b>Guest Service Representative III - Shift Leader</b>
Job Description:	Responsibilities include anticipating guest needs, exceeding expectations and implementing creative solutions to provide exceptional guest services. This position is assigned to an area for any given shift, and is expected to be available to the team of Guest Service Representatives to support service needs and ensure service recovery. Monitors guest traffic patterns and implements effective responses to challenges and problems; make recommendations for alternatives when / if standard responses are ineffective. Provide first- and second-level service recovery as needed through active listening and offering solutions that successfully balance guest & Aquarium needs. Typically Requires: High school diploma or general education degree (GED), with 2 - 3 years guest service experience.

## Volunteer Services

Job Code:	<b>2205</b>
Job Title:	<b>Volunteer Programs Manager</b>
Job Description:	Direction and leadership of the Institution's Volunteer Program. Manage and oversee all volunteer programs which support the strategic objective of creating the optimal transforming guest experience. Directly manage teams of volunteer leaders who provide daily guidance for all frontline volunteers. Create dynamic interactive front line program which engages, teaches, and inspires guests. Manage careful, complete, and well-developed training course and mentoring courses to fully prepare and maintain excellent skills for all volunteers. Recruit, train, and manage additional program for statewide high school student summer program that provides supplementary skilled front line staff during peak season. Typically Requires: Bachelor's degree or equivalent experience, with five years related experience.

Job Code:	<b>2210</b>
Job Title:	<b>Volunteer Services Manager</b>
Job Description:	Manage and oversee all in-house and offsite behind-the-scenes animal care, conservation, and administrative volunteer programs and teams. In partnership with paid staff supervisors, develop volunteer staffing and programs to help accomplish Institution-wide corporate strategic, as well as departmental objectives. Develop and implement training and guidelines that assure the on-going quality and effectiveness of volunteer performance and promote volunteer satisfaction and retention. Typically Requires: Bachelor's degree or equivalent experience, with five years related experience.

Job Code:	<b>2215</b>
Job Title:	<b>Director, Volunteer Services</b>
Job Description:	Leads Volunteer Services in establishing a volunteer engagement vision and plan, including effective collaboration with all divisions to utilize volunteer engagement as a strategy. Work closely with Director of Human Resources in developing volunteer engagement strategies to ensure (where appropriate) consistency between staff and volunteer policies and practices. Typically Requires: Bachelor's degree or equivalent experience, and eight or more years related leadership experience.

## Guest Education Programs

Job Code:	<b>2400</b>
Job Title:	<b>Education Programs Instructor</b>
Job Description:	Works closely with the Education Programs staff to develop and deliver programs, both onsite and offsite. The instructor provides logistical support during programs and instructions, mentors and coaches program participants. Participate in the planning, development and delivery of on and offsite education programs. Provide instruction, mentor and coach diverse audiences. Work collaboratively to evaluate the programs and the progress of participants. Typically Requires: Bachelor's degree, preferably in education, business administration or a related topic; plus three or more years' experience working with school age children or teens in a formal or informal setting.

Job Code:	<b>2405</b>
Job Title:	<b>Director, Education Programs</b>
Job Description:	Directs planning, budgeting, implementation and evaluation of education programs for schools, teachers, community and youth. Oversees content of support materials for all areas including education related publications, website, and other products and materials. Oversee expansion of Youth and Community Programs. Develops programs and grants for ongoing science and/or environmental education projects with local school systems, such as teacher trainings, and programs for youth. Represent the institution on local, regional and national level with relevant Institutions. Typically Requires: Bachelor's degree or equivalent experience, with eight plus years related experience.

Job Code:	<b>2410</b>
Job Title:	<b>Education Specialist I</b>
Job Description:	The role of this position is to create and deliver standards-based, animal related education programs for students and teachers in grades K-12. Develops and teaches a variety of formal education programs to students outside of the institution setting and is responsible for the Institution and storage of education materials. Additional duties may include assisting with departmental activities like teacher training, volunteer training, member and general guest programs. Education programs include special emphasis on working with Public Schools. Typically requires: Bachelor's degree in science, education, or related field with one plus years experience working in a non-formal education setting; plus at least 1 year related job experience.

Job Code:	<b>2411</b>
Job Title:	<b>Education Specialist II</b>
Job Description:	Develops programs for school groups, the Education Specialist II is a key team member who assists in the design and delivery of high-quality, mission-driven programs for teens, teachers and/or school groups and is responsible for the coordination and completion of multiple education projects or events that are integral to those programs. Deliver engaging school programs to PreK-12th grade students, their teachers and chaperones, at the Aquarium and off-site, during the day, after school, evenings and weekends. Serve as a resource and mentor to Education Specialists and volunteers in the development of job skills. Assist in the development and testing of instructional materials for education programs and projects. Typically requires: Bachelor's degree in science, education, or related field with one plus years experience working in a non-formal education setting; plus two or more years of related job experience.

Job Code:	<b>2412</b>
Job Title:	<b>Senior, Education Specialist</b>
Job Description:	Develops programs for school groups, the Senior Education Specialist serves as program lead for one or more high-quality, mission-driven programs for teens, teachers or school groups. And as such, assists with the program development and is responsible for the successful implementation and ongoing evaluation for the assigned program(s) with minimal supervision. Deliver engaging school programs to PreK-12th grade students, their teacher and chaperones fluently in Spanish and English at the Aquarium and off-site, during the day, after school, evenings and weekends. Oversee the development, assignment of staff and completion of projects related to the assigned program(s). Maintain program budgets at or under targets specified by Management team. Serve as a resource and mentor to Education Specialists II, Education Specialists and volunteers in the development of job skills. Manage program logistics and track, analyze and summarize program statistics. Typically requires: Bachelor's degree in science, education, or related field with one plus years experience working in a non-formal education setting; plus four or more years of related job experience.

Job Code:	<b>2415</b>
Job Title:	<b>School Programs Manager</b>
Job Description:	Responsible for overseeing the development of new and modification of existing school, outreach and youth education programs. Oversees program development and implementation. Maintains programs' correlations with state and national education standards and benchmarks. develops and implements a variety of workshops for pre- and in-service teachers. Responsible for overseeing program budgets, staff, and managing program timelines. Typically Requires; Bachelor's degree in science, education or a related field, or equivalent experience, with five plus years in conducting and coordinating science and education programs in an informal science or environmental education institution.

Job Code:	<b>2416</b>
Job Title:	<b>Bilingual Education Specialist I</b>
Job Description:	Delivers and participates in the ongoing assessment of multidisciplinary and Spanish/English bilingual programs at the Aquarium and offsite for PreK-12th grade school groups, teens, teachers and/or community members which incorporate the Aquarium's main messages and exemplify effective communication, emphasize high levels of learner participation, allow for diverse needs of learners and accommodate the learning styles and conservation readiness of very young children as well as adults. Typically Requires: Bachelor's degree, preferably in education, business administration or a related topic; plus at least 1 year related job experience.
Job Code:	<b>2417</b>
Job Title:	<b>Bilingual Education Specialist II</b>
Job Description:	In addition to job responsibilities for the Specialist I , delivering programs for school groups, the Bilingual Education Specialist II is a key team member who is responsible for the delivery of high-quality, mission-driven programs for teens, teachers or school groups and the coordination and completion of one or more projects or events that are integral to those programs. Typically Requires: Bachelor's degree, preferably in education, business administration or a related topic; plus 2 or more years of job related experience.
Job Code:	<b>2418</b>
Job Title:	<b>Senior, Bilingual Education Specialist</b>
Job Description:	In addition to delivering programs for school groups, the Senior Bilingual Education Specialist serves as program lead for one or more high-quality, mission-driven programs for teens, teachers or school groups. As such, assists with program development and is responsible for the successful implementation and ongoing evaluation of the program with minimal direct supervision. Typically Requires: Bachelor's degree, preferably in education, business administration or a related topic; plus four or more years related job experience.
Job Code:	<b>2425</b>
Job Title:	<b>Guest Program Interpreter</b>
Job Description:	Responsible for providing support for the Institution's volunteers who interface with the guest. Includes developing and delivering programs and educational enrichments, providing training and coaching, as well as collaborating with volunteer leaders to develop a culture that best supports the Institution's mission. Typically Requires: Superior communication and public speaking skills; experience working with volunteers; Interpretation or education background and experience; NAI Interpretive certification preferred. Proven customer service abilities.



# Animal Based Participating Organizations - Job Descriptions

## Executive Positions

Job Code:	<b>175</b>
Job Title:	<b>Top Husbandry / Biological Programs Positions</b>
Job Description:	Accountable for the institution's collection of animals, including acquisition, nutrition and health care, maintenance, disposition, and breeding. Directs live exhibit research and development and ensures the institution maintains appropriate accreditations. Participates in institution-wide short and long range planning to ensure quality and innovation in live exhibits.

## Life Support Engineering

Job Code:	<b>1255</b>
Job Title:	<b>Director, Life Support Program</b>
Job Description:	Responsible for maintaining optimal water quality in large aquarium systems, oversees the operation and maintenance of high purity water production systems (RO), the production and distribution of artificial sea water (if applicable), filtration processes of aquatic environments, and preventative maintenance of filtration components. Accountable for the operational plan and budget of all areas of water management and Life Support. Identifies and responds to water quality concerns related to life support, working with the Resident Engineer, Chemist, Water Quality Laboratory and Curators to troubleshoot aquarium system problems, recommend solutions and oversee plan implementation. Typically Requires: Bachelor's degree in Biology, Chemistry, Marine Science or a related field with eight plus years of directly related experience.

Job Code:	<b>1260</b>
Job Title:	<b>Life Support Engineer</b>
Job Description:	Perform daily operations and monitor Life Support equipment for the large aquatic exhibit systems throughout the facility. Responsible for monitoring and maintaining water levels, back washing large sand filters, monitoring/adjusting air flow and ozone generator adjustments and all other equipment vital to the operation of life support systems as directed by the senior engineering staff or Director of Life Support. Operates life support systems for the large aquarium exhibits. Operation of large sand filters, including back washes. Monitor water levels in the exhibits and top off as needed. Monitor and adjust tank temperatures per protocols. Prepare artificial sea water as formulated by the Chemist; follow protocol for brine transfer, chemical additions, and laboratory notification. Daily visual inspections of filter readings, valve positions, flow rates, and pressure differentials. Maintain daily log sheet documentation. Typically Requires: Bachelor's degree in Oceanography, Biology, Chemistry, Marine Science or a related field with one plus years of directly related experience.

Job Code:	<b>1261</b>
Job Title:	<b>Senior, Life Support Engineer</b>
Job Description:	Performs all the essential duties of the intermediate Life Support Engineer level position (#1260). Senior level incumbents function with greater latitude of independent discretion, and hold a broader breadth of organizational and job related knowledge. May assist in training entry level staff. Typically Requires: Bachelor's degree in Oceanography, Biology or a related field or equivalent experience, with two or more years direct prior experience in the intermediate Life Support Engineer level position.

## Conservation and Science Programs

Job Code:	<b>1350</b>
Job Title:	<b>Aquaculture Analyst</b>
Job Description:	Responsible for assessing the sustainability of aquaculture operations in adherence with program protocols and using organizationally established criteria and methodology. Compiles, synthesize and analyze scientific information on various aquaculture operations including peer-reviewed journal articles, industry and government reports, and other reviews of seafood sustainability. Engages in personal contacts with aquaculture experts, government agencies, members of industry and non-governmental organizations to conduct aquaculture assessments in accordance with program research protocols. Participates as an organization's spokesperson and subject matter expert in relevant workshops, outreach programs, and related special events. Typically Requires: Masters degree or equivalent, in marine ecology, aquaculture, fisheries, or equivalent related experience with two or more years related research programs experience.

Job Code:	<b>1355</b>
Job Title:	<b>Senior, Aquaculture Scientist</b>
Job Description:	The position will review, generate or update seafood sustainability reports in support of related program sustainable seafood recommendations and internal expertise on top priority seafood species. Maintains scientifically robust criteria and ongoing methodologies to be used to assess worldwide aquaculture operations resulting in public facing seafood purchasing recommendations. Responsible for providing expert advice to the internal organization, media and external stakeholders including the seafood industry, environmental standard-holders and non-governmental organizations. Must maintain a knowledge base as to the latest science, opinions and advancements with respect to sustainability issues. May manage and/or contribute to related special projects as they arise. Typically Requires: Masters degree or equivalent, in marine ecology, aquaculture, fisheries, or equivalent related experience with five or more years related research experience and addressing emerging issues in marine conservation.

## Animal Health Programs

Job Code:	<b>1405</b>
Job Title:	<b>Associate (Staff) Veterinarian</b>
Job Description:	Provides routine veterinary care of the Institution's animals/marine mammals/fish collection, which includes the diagnoses of illness and treatment of collection and standard animals. Assist in the development of preventative medicine practices. Assists in conducting the institution's breeding program. Conducts clinical research and presents and publishes relevant results. Supervises veterinary interns, technicians and volunteers involved with husbandry of research animals. Holds a veterinary degree - DVM, VMD, or overseas equivalent (i.e., British BVM&S) from an accredited university; with three plus years experience in animal medicine as related to the Institution's needs.

Job Code:	<b>1410</b>
Job Title:	<b>Director, Animal Health</b>
Job Description:	Responsible for providing a comprehensive program of veterinary health care emphasizing preventative medicine. Educates staff of zoonotic disease and implements the proper precautions necessary to protect employees. Develops and implements operating procedures for the assessment of animal health. Oversees pest control for the facility. Supervises recruitment, hiring and training of staff. Carries out clinical research necessary to provide the collection with top quality health care. Holds a veterinary degree - DVM, VMD, or overseas equivalent (i.e., British BVM&S) from an accredited university; with eight plus years experience in animal medicine as related to the Institution's needs.

Job Code:	<b>1415</b>
Job Title:	<b>Hospital Manager</b>
Job Description:	Responsible for managing Animal Health Department medical facilities (may include multiple sites). Responsible for maintaining all equipment in working order, ensuring that all drugs and supplies are in-stock, and, as directed by a veterinarian, implementing the quarantine program. Serves as a highly trained clinical veterinary technician for collection animals (invertebrates, amphibians, fish, reptiles, birds, and mammals). Responsible for managing the Veterinary Technician(s) and contributing to training veterinary preceptors and the Veterinary Interns , when applicable. Typically requires: Bachelor's degree, or equivalent veterinary technician experience with relevant biology coursework. Completion of an accredited veterinary technical program and experience with animal handling. Must be registered through both state board and national board examination as a veterinary technician, with five or more years related veterinary technician experience.

Job Code:	<b>1425</b>
Job Title:	<b>Veterinary Technician</b>
Job Description:	Responsible for implementing clinical and preventative medical programs as directed by the veterinarian. Duties include, but not limited to, daily monitoring and treatment of medical cases, inventory control of medical supplies, operation and maintenance of medical equipment, preparation of medical case histories, and clinical laboratory procedures. Implements clinical and preventative medical programs as directed by the veterinarian. Performs daily medical rounds and treatments as needed. Prepares medicines to be administered. Typically Requires: Bachelor's degree, or equivalent veterinary technician experience with relevant biology coursework. Completion of an accredited veterinary technical program and experience with animal handling. Must be registered through both state board and national board examination as a veterinary technician, with two plus years related veterinary technician experience.

## Animal Rescue Programs

Job Code:	<b>1505</b>
Job Title:	<b>Marine Animal Rescue Manager</b>
Job Description:	Manage activities and programs of the Animal Rescue section including: oversight of paid and unpaid staff, animal care and husbandry, safety of staff and animals, management of permits, grants, contracts and budgets, oversight of field activities, cooperative projects, outreach and education programs, networking, and ensures emergency response is maintained 24 hours per day. Manages all MAR activities. Typically Requires: Master's degree in marine science or related field, with five years related MAR experience. Must have Incident Command Structure (ICS) certification of NIMS-700, ICS-100, NRP-800, and ICS-200 (ICS-300 and ICS-400 preferred); Hazardous Waste Operations and Emergency Response (HAZWOPER) certification; open water scuba certification.

Job Code:	<b>1510</b>
Job Title:	<b>Marine Animal Rescue Stranding Specialist</b>
Job Description:	Coordinates all aspects of the Marine Animal Rescue Program (MARP). Implement administrative and field components of the program while working with multiple departments and Institutions within and outside of the institution. Oversees the rescue, rehabilitation, and release of stranded marine animals. Insures that all staff and volunteers follow the institution's standards and established protocols when working with or in the vicinity of MARP animals. Manages volunteers and staff for daily animal care, emergency response, and outreach. May contribute to grant writing, editing, submission, budget tracking, report writing, and overall grants management. Typically Requires: Bachelor's degree in a related field with two years experience with stranding response.

## Animal Training

Job Code:	<b>1605</b>
Job Title:	<b>Animal Trainer</b>
Job Description:	Responsible for day-to-day care and training of program and exhibit animals. Responsible for preparing daily animal diets. Responsible for cleanliness and safety of all animal and back-up areas. Performs regularly in public presentations. Typically Requires: Bachelor's degree in biology, psychology, zoology, or related science, with one plus years experience working with program or exhibit animals in a zoo/aquarium training setting. Able to apply knowledge of animal biology, and basic behavior/training concepts to a zoo/aquarium setting. Open water scuba certification is typically preferred.

Job Code:	<b>1615</b>
Job Title:	<b>Manager, Animal Training</b>
Job Description:	Manage and oversee the daily care and training of the education animal programs collection. Schedule staffing, programs, events, animal training and enrichment on a daily basis. Supervises staff, interns and volunteers to maintain training goals, consistency and health of animals in accordance with Director. Manages and oversees daily husbandry care of education animal collection. Accountable for the animal enrichment and behavioral conditioning of the education animals residing at the Institution and the program animals collection. Ensures that diets and animal weights are consistently tracked, and animal care needs of the education animals (cleaning, environmental) are met daily. Schedules, oversees, and coordinates medical procedure logistics and that all daily records are accurate and complete. Oversees shows and programs offered by the Animal Programs education animal section, evaluates the shows and programs in regards to animal care, training and guest satisfaction. Typically Requires: Bachelor's degree in marine biology, psychology, or related science or equivalent, with five plus years related experience. Be highly knowledgeable about marine/animal biology and complex behavior/training concepts and be able to apply this knowledge to an Aquarium/Zoo setting.

Job Code:	<b>1624</b>
Job Title:	<b>Assistant Marine Mammal Trainer</b>
Job Description:	Responsible for assisting in the day-to-day care and training of marine mammals. Responsible for learning and applying operant conditioning techniques to train and maintain show and husbandry behaviors. Prepares daily animal diets as instructed. Maintains the cleanliness and safety of all animal and back-up areas. Performs regularly in public presentations. Typically Requires: Bachelor's degree in marine biology, or related sciences or equivalent, with less than one year's experience with marine mammals or other animals.

Job Code:	<b>1625</b>
Job Title:	<b>Marine Mammal Trainer</b>
Job Description:	Responsible for day-to-day care and training of marine mammals. Responsible for preparing daily animal diets. Responsible for cleanliness and safety of all animal and back-up areas. Performs regularly in public presentations. Typically Requires: Bachelor's degree in marine biology, psychology, zoology, or related science, with one plus years experience working with marine mammals. Have open water scuba certification.

Job Code:	<b>1626</b>
Job Title:	<b>Lead Marine Mammal Trainer</b>
Job Description:	Responsible for the care and training of marine mammals. Trains animals for husbandry and show behaviors and performs in public presentations. Oversees the daily care and training of the bottlenose dolphin collection and supervises staff, interns, and volunteers in absence of management. Also responsible for daily maintenance, and cleanliness of exhibits and support areas and for the maintenance of all safety and animal equipment. Provides daily coordination of staff, volunteers, and interns alongside the manager or in manager absence. Typically Requires: Bachelor's degree in marine biology, psychology, or related science preferred. Open water SCUBA certification required. Five years experience working with marine mammals and having formal public speaking experience

## Animal Research

Job Code:	<b>1705</b>
Job Title:	<b>Research Analyst</b>
Job Description:	Manage the production of new and revised research based project reports; collect external requests for new species reports, cross-check with existing research commitments and approved eco certifications schemes, clear new requests with management, and confirm report requests with external parties. Work with the research project teams and partner Institutions to continually refine research strategies in response to emerging science. Participate in research related activities including giving talks at meetings, and participating in relevant workshops and other outreach and special events. Typically Requires: Bachelor's degree in marine biology, psychology, zoology, or related science, with one plus years related experience.

Job Code:	<b>1710</b>
Job Title:	<b>Research Biologist</b>
Job Description:	Responsible for the research, coordination, database management in support of the Institution's research programs and projects. Coordinates and conducts research on marine conservation and marine science topics and issues; analyzes data and drafts reports on a wide range of marine conservation and marine science issues. Participate in planning for short-and long-term Institutional goals; interact and exchange information with other scientists, institutions and Institutions and assist with public relations and educational activities. Typically Requires: Bachelor's degree in the biological sciences, with four plus years' work experience in the marine sciences, familiarity with data collection and data entry techniques. Computer proficient.

Job Code:	<b>1715</b>
Job Title:	<b>Research Manager</b>
Job Description:	Responsible for the oversight project management of 30-40 research contracts related to sustainable seafood advice for the Institution each year. Develops, coordinates and provides procedural training to internal and external analysts and reviewers. Line manages a technical reviewer. Typically Requires: Advanced degree in Biology, Marine Ecology, Fisheries, Aquaculture or related field or equivalent experience, with five plus years related experience in animal research project management. Outstanding writing and analytical skills. Outstanding communication skills, including a high level of comfort interacting with research experts. Computer proficiency.

## Operations Support

Job Code:	<b>1805</b>
Job Title:	<b>Clinical Lab Technician</b>
Job Description:	Provides clinical pathology service for the Institution and its affiliates, maintaining protocols and quality control standards established by the Director of Laboratory Services. Monitors QC daily testing; assists with problem solving as needed. Conducts Clinical Chemistry analysis, monitors QC and is responsible for standard instrument trouble-shooting. Performs routine maintenance, calibration and basic troubleshooting techniques for all equipment in the laboratory. Demonstrated proficiency in specimen handling procedures. Ensures timely reports of laboratory results to appropriate staff as outlined in the procedure manual. Typically Requires: Bachelor's degree in biology, medical technology or veterinary technology with three plus years of professional experience. ASCP certification preferred, plus two years experience in clinical pathology analyses for exotic animal species. Broad knowledge regarding clinical pathology testing.

Job Code:	<b>1810</b>
Job Title:	<b>Director, Laboratory Services</b>
Job Description:	Responsible for managing all laboratory operations and associated staff, ensuring that all laboratory facilities are maintained at the highest level of quality and safety. Responsible for staff development and training , accurate and proficient documentation within laboratory services and documenting all laboratory processes and procedures. Responsible for reviewing and monitoring laboratory test results in order to maintaining optimal water quality for animal health, including production, distribution, analysis, and filtration of water. Continually monitors the laboratory processes and data results in order to provide the highest standard of quality assurance of our laboratory data. Typically Requires: Bachelor's degree in biology, medical technology or veterinary technology with eight plus years of professional experience. ASCP certification required. Comprehensive knowledge regarding clinical pathology testing.



Job Code:	<b>1815</b>
Job Title:	<b>Microbiologist</b>
Job Description:	<p>Responsible for the operation of the microbiology lab, performing routine analyses of water for microbial water quality parameters in compliance with regulatory agencies, for diver safety, and for life support system evaluation. Conducts other microbiological analyses including air-spore fungi and genus identification (air quality) as needed. Primary responsibility for the development of new microbiological sampling and analytical techniques as needed. Interfaces with regulatory agencies to maintain compliance standards for medical waste disposal and water quality. Performs a wide variety of activities in support of the water quality effort, including but not limited to inorganic chemistry and water quality sensor maintenance, maintaining computer databases, submitting routine data summaries and reports, maintaining laboratory equipment, supplies and assisting with staff or outside researchers. Demonstrates excellent working knowledge of sterile technique and standard methods used for microbiological examination of water; working knowledge of techniques used for culture, isolation and identification of bacteria, including culture, molecular and biochemical methods used for characterization; working knowledge of techniques and instrumentation used in analytical seawater chemistry.</p> <p>Typically Requires: Bachelor's Degree or equivalent, with five years' experience in a Microbiology or Biological Science.</p>

Job Code:	<b>1820</b>
Job Title:	<b>Water Quality Analyst</b>
Job Description:	<p>Performs water chemistry analyses for the aquatic systems, maintaining protocols and quality control standards established for the institution. Accomplishes specimen processing to include: daily water quality analyses on freshwater, brackish, and marine systems; performs calibration, quality control, and maintenance of all water chemistry equipment; assists Chemist with the development of analytical methods and laboratory protocols. Performs basic troubleshooting of laboratory equipment and analytical methods and works with Chemist as needed to ensure resolution. Typically Requires: Bachelor's degree in biology, environmental science or chemistry with three years laboratory experience.</p>

## Operations

Job Code:	<b>1905</b>
Job Title:	<b>Aquarist</b>
Job Description:	Provides assigned specimens with excellent care through approved husbandry practices; keep exhibits, reserve tanks, support equipment and work spaces well maintained to Institutional standards; plans and participates in the acquisition/disposition, transport and acclimation of specimens. Participates in the design, construction of new exhibits and exhibit renovations, as assigned. Accountable for animals and associates areas under care in assigned areas. Trains staff and supervises volunteers, interns and project teams, as assigned. Typically Requires: Bachelor's degree in oceanography, biology or related field or equivalent experience, with one plus years related experience. Experience with bird keeping, breeding, capture and handling techniques and transport. Have open water scuba certification.

Job Code:	<b>1906</b>
Job Title:	<b>Senior Aquarist</b>
Job Description:	Performs all the essential duties of the intermediate Aquarist level position (#1905). Senior level incumbents function with greater latitude of independent discretion, and hold a broader breadth of organizational and job related knowledge. May assist in training entry level staff; and may supervise volunteers. Typically Requires: Bachelor's degree in oceanography, Biology or a related field or equivalent experience, with two or more years direct prior experience in the intermediate Aquarist level position.

Job Code:	<b>1910</b>
Job Title:	<b>Associate Curator</b>
Job Description:	Responsible for staff scheduling, supervision and evaluation for all living exhibitions. Active in the day-to-day maintenance of living exhibits, and functions as a team member working with staff. Assists the Curators with all functions of the department and assumes responsible for the daily operation of the department in the absence of the Curators and management team. Possess overall facility-wide knowledge to ensure smooth departmental operation. Mentors and trains subordinate staff. Typically Requires: Bachelor's degree or equivalent experience, with three plus years' in a senior capacity at a public aquarium or zoo. Experience supervising staff and general knowledge of all aspects of animal husbandry. Strong verbal and written communication skills.

Job Code:	<b>1915</b>
Job Title:	<b>Aviculturist</b>
Job Description:	Responsible for performing all aspects of avian husbandry without direct supervision. Duties include maintenance of avian exhibits and holding areas, diet preparation and feeding, avian medical treatments, participation in public feeding programs, recordkeeping, training and supervision of volunteers and avian rehabilitation. Required: Bachelor's degree in Biology or equivalent experience, with two plus years' experience in public aquarium or zoo, working with birds or comparable avian rehabilitation and avian medical care. Working knowledge of basic avian anatomy and husbandry and good public speaking skills.

Job Code:	<b>1916</b>
Job Title:	<b>Senior Aviculturist</b>
Job Description:	Performs all the essential duties of the intermediate Aviculturist level position (#1915). Senior level incumbents function with greater latitude of independent discretion, and hold a broader breadth of organizational and job related knowledge. May assist in training entry level staff; and may supervise volunteers. Typically Requires: Bachelor's degree in Biology or a related field or equivalent experience, with two or more years direct prior experience in the intermediate Aviculturist level position.

Job Code:	<b>1920</b>
Job Title:	<b>Dive Safety Officer</b>
Job Description:	Serves as the Institution's Dive Safety Officer and manages all aspects of the Volunteer Diver Program. Develop and oversee policies and procedures that ensure the safety of staff, volunteer, guest/VIP and contract divers at all related diving operations, both on-site and in the field. Evaluate and monitor all of the Institution's diving activities to ensure compliance with the Institution's Diving Safety Manual and OSHA regulations. Maintain a strong knowledge base on diving industry standards, diving physiology, equipment, and techniques in order to ensure the Institution's compliance with all relevant safety standards.

Job Code:	<b>1925</b>
Job Title:	<b>Exhibit Curator</b>
Job Description:	Responsible for the administration and management of an exhibit of animals, birds, marine mammals and/or fishes, including specimen acquisition and disposition, exhibitory and life support, the Institution's volunteer and paid staff for specific programs; and associated programs. Develops, plans and implements approved projects within the section/collection and other assigned projects. Prepares and administers the section/collection budget and project budgets, as assigned. Plans and insures completion of capital projects in assigned areas. Typically Requires: Bachelor's degree in Biology or equivalent experience, with five plus years' related experience in public aquarium or zoo.

Job Code:	<b>1930</b>
Job Title:	<b>Exhibit Manager</b>
Job Description:	Duties include key involvement in all stages of the exhibit process: to conceptualize, document, design, detail, assist in professional bid package preparation, vendor selection, and to manage fabrication staff during project construction and installation. Ensure maintenance of all existing exhibitory components, graphics, way finding signage, exhibit lighting, and other related tasks. Ensure timely production, and installation is performed to enhance visitor experience. Perform industrial design / exhibit design role for new small exhibit components and annual major new displays, covering a wide array of specific applications and objectives. Maintain established aesthetic standards through-out the Institution, promoting attractive, innovative and functional displays that maintain and strengthen existing design vernacular to produce world-class quality exhibitory. Maintain records of all completed projects for future reference. Typically Requires: Bachelor's degree in Biology, Zoology, or a related science or equivalent experience, with five years experience in an aquarium or zoological field.

Job Code:	<b>1935</b>
Job Title:	<b>General Curator</b>
Job Description:	Oversees the administration and management of the curatorial staff. Ensures that Institutional exhibits, animal programs and animal care are maintained at the highest standards. Represents Biological Programs on exhibit teams to develop new exhibits and for the renovation of existing exhibits. Ensures the Biological Program / animal components of the guest experience are met and maintained. Animal Care and exhibits are maintained at the highest standards. Works with Exhibits, Design and Facilities staff to ensure environmental needs and animal care staff needs are included in new exhibit designs, exhibit renovations, and facility maintenance and projects. Determines exhibit needs. Typically Requires: Bachelor's degree in Biology, Zoology, or a related science or equivalent experience, with eight plus years related experience in an aquarium or zoological field.

Job Code:	<b>1940</b>
Job Title:	<b>Herpetologist</b>
Job Description:	Provides assigned specimens with excellent care through approved husbandry practices; keep exhibits, reserve tanks, support equipment, and workspaces well maintained to Institutional standards; participates in the acquisition/disposition, transport and acclimation of specimens; participate in the design, construction and maintenance of exhibits and reserve tanks, including life support material and equipment, as assigned. Accountable for animals and systems under care in assigned areas. Participates in planning and implementation of special projects (i.e., new exhibits, renovations of existing exhibits, exhibit enhancements, collection of animals, propagation of animals) as assigned. May train staff and supervises volunteers, interns and team projects as assigned. Typically Requires: Bachelor's degree in biology, herpetology, or related field, or equivalent experience, with two or more years experience in a zoo, aquarium, or other zoological facility with emphasis on closed systems. Experience with venomous species and crocodilians preferred.

Job Code:	<b>1941</b>
Job Title:	<b>Senior Herpetologist</b>
Job Description:	Performs all the essential duties of the intermediate Herpetologist level position (#1940). Senior level incumbents function with greater latitude of independent discretion, and hold a broader breadth of organizational and job related knowledge. May assist in training entry level staff; and may supervise volunteers. Typically Requires: Bachelor's degree in biology, herpetology, or a related field or equivalent experience, with two or more years direct prior experience in the intermediate Herpetologist level position.

Job Code:	<b>1945</b>
Job Title:	<b>Horticulturist</b>
Job Description:	Designs, develops, and maintains plant collections of assigned areas to meet established exhibit goals. Develops and maintains exhibit plant list, locates and purchases plants, participates and oversees the planting and maintenance of display collections. Responsible for the safe pruning, watering, fertilization, plant pest monitoring/control and the operation and maintenance of horticultural equipment. Designs and manages appropriate plant propagation programs as needed. Trains and manages horticulture volunteers and interns and serves as an institutional expert in the field of horticulture. Typically Requires: Bachelor's degree in Horticulture, Plant Sciences or a related field, or equivalent experience, with two or more years experience in an aquarium, zoo, or other public display facility with one or more years experience with tropical plants.

Job Code:	<b>1946</b>
Job Title:	<b>Senior Horticulturist</b>
Job Description:	Performs all the essential duties of the intermediate Horticulturist level position (#1945). Senior level incumbents function with greater latitude of independent discretion, and hold a broader breadth of organizational and job related knowledge. May assist in training entry level staff; and may supervise volunteers. Typically Requires: Bachelor's degree in Horticulture, Plant Sciences, or a related field or equivalent experience, with two or more years direct prior experience in the intermediate Horticulturist level position.

Job Code:	<b>1950</b>
Job Title:	<b>Keeper</b>
Job Description:	Responsible for animal husbandry and maintenance of exhibit, holding and public areas of the assigned department. Duties include daily cleaning and maintenance of animal enclosures and proper feeding, grooming and health care issues of the animals assigned in the Keeper's care. May assist in the design, build and repair of animal enclosures and plants and foliage in and around the exhibits. Typically Requires: Bachelor's degree in biology, animal psychology, or related science, with two or more years direct experience caring for animals.

Job Code:	<b>1951</b>
Job Title:	<b>Senior Keeper</b>
Job Description:	Performs all the essential duties of the intermediate Keeper level position (#1950). Senior level incumbents function with greater latitude of independent discretion, and hold a broader breadth of organizational and job related knowledge. May assist in training entry level staff; and may supervise volunteers. Typically Requires: Bachelor's degree in Biology, animal psychology, or a related science or equivalent experience, with two or more years direct prior experience in the intermediate Keeper level position.

Job Code:	<b>1960</b>
Job Title:	<b>Husbandry Aide</b>
Job Description:	Responsible to provide regular, routine daily care of amphibians, reptiles, invertebrates, and fishes within the assigned exhibit, and back-up holding areas. Prepares diets, feeds and provides water to the animal collection; orders supplies as needed. Monitors health of animals and works with the medical department to implement treatment programs as needed. May administer medication, and maintain health records as needed. Safely handles/restrains animals for medical procedures. Maintains assigned exhibit and back-up holding areas. Services and cleans habitat facilities and feeding materials. Monitors, operates and maintains life support equipment. May provide presentations and tours as needed. Typically Requires: High school diploma or general education degree (GED), with additional education courses and/or equivalent experience required.

Job Code:	<b>1965</b>
Job Title:	<b>Marine Mammals Manager</b>
Job Description:	<p>Responsible to manage and oversee the daily husbandry care, training and show quality of the aquariums mammal animal collections. Oversees the supporting staff, volunteers and interns, providing daily training of all staff members and animals. Assists in developing training programs, strategies and long term training plans. Ensures that animals receive a high quality environmental enrichment program and animal diets based on animal weight, behavior, season, and Kcal analysis of fish. Monitors caloric intake and animal weights and coordinates medical procedure logistics in regards to ongoing animal care. Assists with developing, conducting and managing high quality public presentations. Performs public demonstrations and accomplishes customer interactions. Typically Requires: Bachelor's degree in marine biology, psychology, or related science preferred. Open water SCUBA certification required. Six or more years experience working with marine mammals and having formal public speaking experience.</p>