



We're Hiring!

Conservation Education Coordinator

Location of Position: San Francisco, California

Reports to: Conservation Education & Operations Manager

Position Classification: This is a full-time exempt (salaried) position. Days and hours of work vary and include rotating weekend days with the ability to work some holidays, and evenings. Some local travel is expected for this position.

Benefits: Full benefits

- Holidays
- Sick Time
- Vacation
- Medical, Dental, and Vision
- Life Insurance
- 401k Retirement Plan
- The Marine Mammal Center offers benefits to support the emotional wellbeing of you and your loved ones (Employee Assistance Program)

Job Summary:

The Conservation Education Coordinator is responsible for impactful engagement with the community in support of the Center's goals to inspire people to take actions that protect marine mammals and the ocean. The coordinator is part of a team at our conservation education space at PIER 39 in San Francisco and will take a lead role in our visitor experience, including the use and maintenance of resources for guests and facilitating a high level of visitor engagement. The Conservation Education Coordinator frequently leads short talks, demonstrations, and other onsite programs, and will also work closely with the retail team and assist with supervision of the onsite store.

Essential Functions:

- Develop content and materials for interpretive programs (e.g. presentations, talks, demonstrations), and graphics and video displays, new and temporary exhibits, and learning stations with support from manager and other support teams.
- Oversee and lead current and new public program offerings including scheduling, preparing and maintaining materials and spaces, training and budgeting.
- Serve as a mentor and guide for a core group of conservation education volunteers.
- Work collaboratively with colleagues in other departments to optimize the development and delivery of exceptional public programs.
- Perform evaluation of programs/tours and adjust programs accordingly.
- Assist in oversight of public areas of the facility for safety, visitor amenities, general maintenance and restocking the store.
- Approach and interact with guests to personalize their experience.
- Troubleshoot and diffuse potentially negative guest situations with a high level of hospitality, requiring minimal supervision, and coordinate needed communication across the team.
- Represent the Center in a professional and engaging way that ensures a positive experience for visitors, donors and other key stakeholders of the Center.
- Stay abreast of Center and marine science news to be able to inform and enhance programs.
- Willingness to support and participate in the Center's diversity, equity and inclusion programs, initiatives, and trainings.

Supervisory Responsibility:

No staff, but will oversee volunteers

Knowledge, Skills, and Abilities:

- Experience supervising volunteers as well as engaging volunteers and members of the general public
- Excellent relationship management, interpersonal, digital, written, and oral communication skills
- Acknowledgment and agreement to work regular rotating weekend days and ability to work some holidays and evenings as required
- Fluency in Microsoft Office products required and experience with learning management and volunteer management software a plus
- A strong commitment to the mission and goals of The Marine Mammal Center.
- Ability to work independently to manage projects and track schedules to attain results.
- Attention to detail, ability to manage multiple tasks, and finish projects within deadlines.
- Ability to work both independently and as part of a team.
- Ability to connect with people from different backgrounds and build relationships across differences.

- Bi-lingual proficiency is a plus.
- Experience operating a point of sales system (cash register, credit card reader, and associated hardware and software) is strongly preferred, but not required.

Certifications and/or Licenses:

- Valid California driver's license and favorable driving history, and proof of auto insurance.
- Proof of COVID-19 Vaccination or waiver (medical or religious).

Preferred Education and Experience:

This position requires a combination of education and experience equivalent to a Bachelor's degree in environment science, museum studies, communications, marine biology, education or a related field; and 1-3 years of experience in education and/or interpretation and customer service or a related field.

Work Environment & Physical Requirements:

- This position primarily operates in a professional office environment
- Occasionally will work in outdoor weather conditions and elements up to 75% of the time on some days
- High numbers of public visitors from diverse international and U.S.-based locations
- Routinely uses standard office equipment such as computers, keyboards, phones, photocopiers, scanners, and filing cabinets.
- Ability to lift/carry up to 50 pounds occasionally.

OUR COMMITMENT TO DIVERSITY

The Marine Mammal Center actively engages individuals from all backgrounds. We are committed to embracing diversity within our organization because we firmly believe that diverse employee teams help us to achieve our best organizational outcomes and provide the most effective support to the communities we serve. We are deeply dedicated to creating and maintaining an inclusive, equitable and supportive work environment. We strongly encourage people from underrepresented groups to apply. The Marine Mammal Center believes in growth and supporting our employees as best we can so they can become their best selves in and outside of work. We believe that a healthy work environment means building an inclusive culture where people can thrive together and feel supported and empowered. We believe in stretch versus constraint.

OUR MISSION

The Marine Mammal Center advances global conservation through marine mammal rescue and rehabilitation, scientific research, and education.

ABOUT THE MARINE MAMMAL CENTER

The Marine Mammal Center is leading the field in ocean conservation through marine mammal rescue, veterinary medicine, science, and education.

For more information, please visit our “About Us” page at www.marinemammalcenter.org

To Apply: [Conservation Education Coordinator](#)

Please submit a cover letter and resume through our applicant tracking system and provide a brief description about how your leadership experience makes you a good fit to work with us.

Note that applications without a cover letter will not be considered.

In your cover letter, please feel free to note which pronouns you use (For example – she/her/hers, he/him/his, they/them/theirs, etc.).

We strongly encourage people of color, lesbian, gay, bisexual, transgender, queer and non-binary people, veterans, parents, and individuals with disabilities to apply. The Center is an equal opportunity employer and welcomes everyone to our team. If you need reasonable accommodation at any point in the application or interview process, please let us know.

Research has shown that women and people from marginalized communities apply to roles when they meet 100% of the job requirements, versus male applicants who apply if they meet an average of 60% of the requirements. If you think that your skills are transferable and can add value to this role, please apply so we can determine whether it's a good fit.