



We're Hiring!

Conservation Education & Operations Manager

Location of Position: San Francisco, California

Reports to: Development & Communications Department

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 and Operations Manager is responsible for the successful management of The Marine Mammal Center's conservation education space at PIER 39. The Manager will lead a team of two full-time Coordinators, a number of part-time seasonal educators, and a pool of volunteers to successfully implement a community engagement plan that supports the Center's goals to inspire people to take actions that protect marine mammals and the ocean.

Essential Functions:

- Develop and lead community engagement strategies and initiatives at PIER 39 location and use evaluative methods to assess impact and implement changes or enhancements to maximize outcomes.
- Represent the Center in a professional and engaging way that ensures a positive experience for visitors, donors and other key stakeholders of the Center.

- Serve as a spokesperson for the Center for appropriate media interviews or events.
- Embrace and be an active contributor to a culture of philanthropy by hosting donors and providing data and narrative for funding reports.
- Support cultivation and stewardship of major donors, and foundation and corporate partners and prospects in partnership with Individual Giving and Institutional Giving team leads.
- Stay current on marine mammal science, ocean conservation and climate change science through educational trainings, Center speaker events and professional development opportunities.
- Develop and support program improvements such as new exhibits, signage, science talks, etc. working closely with the Communications department to ensure calls to action support programmatic and fundraising goals.
- Create and maintain relationships with a variety of stakeholders and community members, including but not limited to corporate sponsors, individual donors, teachers, PIER 39 tenants and leadership, and various partner organizations.
- Manage onsite retail sales and meet retail and visitor donation goals.
- Support and participate in the Center's diversity, equity, and inclusion programs, initiatives, and trainings.
- Recruit, manage and schedule a team of dedicated employees and volunteers to provide exceptional visitor experiences, and coach and support them in achieving their goals and objectives.
- Willingness to support and participate in the Center's diversity, equity and inclusion programs, initiatives, and trainings.

Supervisory Responsibility:

2 – Conservation Education Coordinator

Knowledge, Skills, and Abilities:

- Previous experience with retail such as handling inventory and operating a point of sales system (cash register, credit card reader, and associated hardware and software).
- Experience supervising staff and volunteers as well as engaging volunteers and the general public.
- Excellent relationship management, interpersonal, digital, written, and oral communication skills.
- Fluency in Microsoft Office products required and experience with learning management and volunteer management software preferred.
- 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 and 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 preferred.

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 or a related field; and 5 years of experience in education and or interpretation, preferably in the informal learning sector.

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 & Operations Manager](#)

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.