



We're Recruiting!

Conservation Education Intern

Location of Position: Marin Headlands, Sausalito, California

Reports to: Education Volunteer Coordinator

Position Classification / Expected Time commitment and work schedule: Unpaid Internship 3-6 month. This position works a Friday - Sunday schedule, including most holidays.

Benefits: N/A


Compensation: Unpaid Internship

Position Overview:

The Marine Mammal Center is the world's largest marine mammal hospital. As an integral part of the team that engages with the public, you will inspire the next generation of ocean stewards and empower visitors to the Center to take action in support of our ocean and marine mammals.

The Conservation Education Internship supports the daily operations of the Center's public programs and retail by providing excellent customer service, serving as a point of contact and resource to the Center's Education volunteers, lead tours of the public exhibit areas, behind the scenes experiences and engage visitors in conversations about our conservation work that enhance visitor experience and program impact.

Key Responsibilities:

- Support front of house operations and perform docent duties including greeting visitors, answering questions, handling transactions, promoting the Center's programs, and engaging with visitors about the Center's work and mission
- Lead tours of public exhibits and behind the scenes areas. 
- Serve as a mentor and guide for Education volunteers to ensure highest quality visitor experience
- Support Community Engagement team with volunteer management and public program development and improvements as needed
- Support Retail team with merchandise purchases, informing visitors about donation options (memberships, Adopt-A-Seal, etc.) and overall customer service
- Ensure a clean, well-stocked, and safe environment for visitors
- Willingness to participate in the Center's diversity, equity, and inclusion programs, initiatives, and trainings

Qualifications and Experience:

- Experience in zoos, aquariums, museums, or other informal science education settings a plus
- Ability to provide exceptional customer service to diverse audiences
- Competency in conflict resolution
- Ability to multi-task and prioritize projects efficiently with minimal supervision
- Proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint); experience with Adobe Photoshop, Adobe Illustrator, and Canva a plus
- Interest in environmental conservation and marine life
- Experience operating a point of sales system (cash register, credit card reader, and associated hardware and software) strongly preferred, but not required
- Experience working alongside volunteers preferred, but not required; experience supervising volunteers a plus
- Willingness to work evenings and holidays as needed
- Have reliable transportation to and from the Center. Please note that the Center is located in the Marin Headlands, an area that is not readily accessible by public transportation

Physical Requirements:

- Ability to stand/walk up to 3 hours without a break
- Ability to sit/stand/walk in an office for extended periods of time
- Ability to climb stairs and move around the facility for extended periods of time
- Ability to lift and move up to 30 pounds

Work Environment:

- Working in outdoor weather conditions and elements at times
- May involve smells associated with animals and the care of animals
- Frequent interactions with visitors and volunteers
- This position works a Friday - Sunday schedule, including most holidays
- This position requires in-person work at the Center's Sausalito site up to 100% of the time

Please note this position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this position. Duties, responsibilities and activities may change at any time with or without notice.

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: Please submit a cover letter and resume through our applicant tracking system and provide a brief description about how your experience aligns with the role.

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.