

**JOB TITLE:** ANIMAL ENCOUNTER AMBASSADOR  
**DEPARTMENT:** Learning and Engagement  
**REPORTS TO:** Visitor Engagement Manager  
**SALARY TYPE:** Part-time up to 25 hours per week;  
Hours available 10 a.m. – 7 p.m; Sunday- Saturday  
**START DATE:** April 2019



### **ABOUT GREAT LAKES AQUARIUM**

The mission of Great Lakes Aquarium (GLA) is to “inspire people to explore their connection to Lake Superior and waters of the world.” GLA is a not-for-profit 501(c)3 organization.

Previously known as Lake Superior Center, Great Lakes Aquarium has been located on the Duluth Waterfront since 2000. The Aquarium features animals and habitats found within the Great Lakes Basin as well as animals from other freshwater ecosystems such as the Amazon River. It features a Global gallery designed to interpret marine (saltwater) animals and habitat. *Shipwrecks Alive!* opened in the Global gallery in July 2014. *Unsalted Seas*, home to North America’s largest sturgeon touch tank, opened in a new gallery on the bay in 2016.

Great Lakes Aquarium provides on-site and outreach educational programming to learners of all ages. Daily interpretive programs give guests the opportunity to learn more about resident animals while watching them eat, play or interact with our staff. In addition, classes and formal programming are provided to more than 10,000 pre-K-12 grade students each year. Teacher workshops and visiting speakers provide enriching experiences for adults. The facility may also be rented for receptions, proms and other special events.

### **JOB SUMMARY**

Animal Encounter Ambassadors play an integral role in the Aquarium’s Learning and Engagement Department by creating personalized and memorable experiences for on-site visitors. The duties include communicating safe ways to interact with fish and other encounter animals, such as insects, mammal and reptiles. Ambassadors provide information related to wayfinding, the Aquarium’s mission, exhibits, animals and programs. The Animal Encounter Ambassador will communicate with staff and visitors using both a radio and wireless microphone.

This position requires working a mix of weekdays including evenings, weekends and holidays.

### **RESPONSIBILITIES**

1. Set up and close touch pools and/or information desk for the day using existing equipment.
2. Approach and interact with guests in a welcoming, enthusiastic manner.
3. Guide positive interactions between visitors and touch pool animals and provide engaging interpretation.
4. Learn proper animal handling procedures for and gain skills to present these animals in front of the public.
5. Communicate with visitors regarding daily events and special programming.
6. Keep exhibit area clean and orderly. Clean or restock as needed.
7. Keep supervisor informed of any ideas or ways to improve existing equipment or supplies.
8. Refer safety concerns to appropriate Aquarium staff.
9. All other job related duties as assigned by supervisor.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Any offer of employment is contingent upon the successful completion of a background check.

1. Must be 18 years of age or older.
2. Must be friendly and courteous.
3. Must be able to communicate effectively in noisy, crowded conditions.

4. Must be comfortable with public speaking and willing to use a wireless microphone
5. Must be comfortable approaching visitors when there is a need to enforce GLA policies.
6. Must be able to approach visitors and engage them in conversation.
7. Must be able to present material and answer questions in a clear and understandable manner and be willing to refer questions you are unable to answer to other Learning and Engagement staff.
8. Must be able to do light cleaning.
9. Must be able to work safely around animals and their habitats.

#### **PHYSICAL REQUIREMENTS and/or WORK ENVIRONMENT**

The physical demands and work environment described here are representative of those that must be met by an interpreter to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the interpreter will be required to work in the Aquarium exhibit space. Touch pool interpreter shifts usually last four to five hours and require standing or sitting for an extended period of time. Individuals are required to use hands to handle or feel objects. This position requires the ability to talk and hear. The noise level in the work environment is moderate to high.

#### **EDUCATION and/or EXPERIENCE**

Experience in museum/environmental education, public speaking or customer service is preferred.

#### **TO APPLY**

Please complete the online application available at <http://glaquarium.org/about-us/jobs-and-internships>

Questions? Contact Alexis Berke at 218-740-2013 or e-mail to [aberke@glaquarium.org](mailto:aberke@glaquarium.org)

*Great Lakes Aquarium recognizes and values the importance of diversity and inclusion in enriching the employment experience of its employees and in supporting its mission. We are committed to attracting and retaining employees with varying identities and backgrounds. Great Lakes Aquarium provides equal access to and opportunity in its programs, facilities, and employment without regard to race, color, creed, religion, national origin, gender, age, marital status, disability, public assistance status, veteran status, sexual orientation, gender identity, or gender expression.*