The Seymour Marine Discovery Center seeks a Volunteer Coordinator and Education Associate.

**Job Opening:**
Volunteer Coordinator and Education Associate  
Job Number **1908844**

Seymour Marine Discovery Center, UC Santa Cruz Coastal Science Campus  
Full time, Career  
Open until filled; initial review date **July 4, 2019**

**APPLICANTS ARE REQUIRED TO USE THE UCSC ON-LINE PROCESS**
Application materials must be submitted electronically via the UC Santa Cruz Staff Employment Opportunities website on or before the initial review date, July 4, 2019, to ensure review.

The Seymour Marine Discovery Center is part of Long Marine Laboratory, a marine research and education facility of the University of California, Santa Cruz’s Coastal Science Campus. The Seymour Center is dedicated to educating people about the role scientific research plays in the understanding and conservation of the world’s oceans.

**Summary of Duties**
Under direct supervision of the Operations Manager, with input from the Visitor Programs Manager, the incumbent: 1.) serves as the overall administrative coordinator of the Seymour Center’s volunteer program for all departments that utilize volunteers; and 2.) serves as a frontline marine science educator and provides direct support to the Visitor Programs Department for the daily delivery of marine science programs to the public.

**Description of Duties**

1.) **VOLUNTEER PROGRAM ADMINISTRATION AND COORDINATION -- 46%**  
The incumbent serves as administrative coordinator for more than 200 volunteers working in a variety of areas: visitor hall programs, school/youth programs, aquarium and exhibit programs, garden, community outreach, events, special projects, and volunteer council. The incumbent works closely with all Seymour Center program managers who directly train and supervise these volunteers in their daily work.

- Administration, Operations, and Communication  
Work with program managers to schedule volunteers ensuring appropriate everyday coverage for ongoing program areas, as well as for varied/periodic tours, special events, outreach activities, and the like. Produce and disseminate daily and quarterly volunteer schedules.

Provide volunteers with written job descriptions, procedures, and expectations. Maintain volunteer policies and guidelines compiled as a volunteer handbook. Provide support at volunteer council meetings, enrichments, and other activities. Provide information for volunteer sections of Seymour Center website. Compile information for e-mail distribution, e-newsletters, or other print/electronic communications. Ensure timely information flow between departments and volunteers.
Ensure efficiency in scheduling and communications. Manage volunteer database. Manage volunteer electronic mailing lists. Manage volunteer personnel files. Prepare regular reports regarding volunteer hours and activities. Ensure compliance with university volunteer guidelines including prevention, treatment, and follow-up of injuries. Manage uniform standards. Work with Membership and Development managers to provide guest passes or other benefits.

Maintain volunteer office in a clean, organized, and attractive way, keeping all communication venues up to date (binders, sign-up sheets, whiteboard, etc.).

- **Recruitment**
  Work with managers to identify program needs, building a diverse volunteer work force for the Center. Make presentations to community groups. Draft press releases. Draft information for Seymour Center publications and website. Assist with volunteer application screening, interviewing, and selection. Recommend volunteer placement to program managers to optimize volunteer talents and skills while ensuring program needs are met. Coordinate episodic volunteer groups such as corporate teams for ad hoc workdays, special events, or other one-time projects. Coordinate internship program recruitment with UCSC main campus.

- **Orientation**
  Provide general orientations for all volunteers. Present policy and procedure information at the specific trainings implemented by each department manager: visitor programs docent training and exhibit guide training, school program instructor training, as well as other formal or on-the-job trainings.

- **Enrichment and Growth**
  Maintain volunteer enthusiasm, interest, and commitment. Work with program managers and volunteer council to coordinate annual enrichment sessions, field trips and outings, complimentary seating at lectures or special events, and volunteer exchanges with other museums, aquariums, or cultural centers. Keep volunteers informed of relevant off-site continuing education opportunities such as campus/community lectures and events. Oversee maintenance of volunteer library. Assist with volunteer coaching and evaluation program. Solicit program feedback.

- **Recognition**
  Manage volunteer hospitality such as acknowledging birthdays and other special times of year. Coordinate annual volunteer recognition activities including developing/implementing the formal recognition event each spring. Draft letters of recommendation and/or appreciation.

- **Separation**
  Ensure volunteers leaving the program utilize formal exit interview/evaluation and acknowledgement process. Assist program managers with implementing volunteer discipline and separation policy.

- **Volunteer Council**
Coordinate volunteer council. Assist with filling council positions, coordinating specific council activities, and serve as staff liaison for annual council-led, winter holiday party. Utilize council as a sounding board for developing future policies and programs.

- **Outreach**
  Coordinate logistics and volunteers for offsite events such as environmental or marine fairs/festivals or other outreach booths/tables as needed for program delivery, marketing, or volunteer recruitment. Work with the programs managers/curators to procure mobile materials and exhibits as needed.

2.) VISITOR PROGRAMS PROGRAM DELIVERY AND SUPPORT 46%
The incumbent serves as a frontline educator and provides direct support to the Visitor Programs Department for the daily delivery of marine science programs. With a total visitation of ~70,000 people annually, approximately two-thirds of the Seymour Center’s visitors are served by Visitor Programs. This includes walk-in, multi-age, multigenerational, individuals, families, or small groups, as well as clubs and organizations.

- **Floor Managing and Program Delivery**
  The incumbent acts as a public and volunteer resource during open hours, coordinating outdoor tours of marine lab facilities, and working with volunteers (floor managing). The incumbent meets and briefs docents and exhibit guides for each shift, works with admissions staff regarding tour coordination and daily troubleshooting, participates in the orientation of docents and exhibit guides for any new visitor hall programs, leads tours or presents programs as needed, and provides daily visitor hall maintenance/upkeep. The incumbent assists with coordination of specialty tours such as Younger Lagoon Reserve Tours that are led by Seymour Center docents.

- **Program Planning and Development**
  The incumbent assists with program planning, development, and promotion, including implementing exciting, hands-on interpretation for the Seymour Center visitor hall and aquarium for both daily walk-in visitors and for themed events/days (e.g. Earth Day, World Oceans Day, Shark Science Week, Sea Otter Awareness Week).

  The incumbent assists with development of scientifically accurate, engaging resources needed for these programs and events, including purchasing and maintaining resources and materials, and setting up/cleaning up program/event spaces.

- **Training (Docents and Exhibit Guides)**
  The incumbent assists with planning, development, and implementation of volunteer trainings, and leads administrative tasks including registration, volunteer interviews, confirmation packets, and preparation of training materials. Docent training is currently a 10-week class held annually, January-March, open to volunteers 18 and older; training is on evenings and weekends. Exhibit Guide training is currently a three-weekend class held twice a year for volunteers ages 15 and older.

- **Administration and Support**
  The incumbent assists with support for activities in the Visitor Programs Department including but not limited to all trainings, education programs, outreach programs, special
children’s and family events and activities, as well as adult-focused programs such as Science Sundays and the Ken Norris Memorial Lecture.

3.) SEYMOUR CENTER GENERAL OPERATIONS 8%
The incumbent assists with other Seymour Center programs and operations as needed. Regularly recruits, hires, and supervises college student employees or interns in both Volunteer and Visitor Programs work. Attends and reports at staff meetings. Participates as a team member to plan and implement Center-wide ongoing events and activities. Provides back-up phone reception for business office or admissions desk. Picks up or delivers supplies/materials in the local community, driving a university vehicle (public transportation is not readily available).

QUALIFICATIONS
- BS or BA in marine biology, environmental studies, science education, or other comparable fields and / or equivalent experience / training.
- Experienced in the daily operations of a fast-paced, public setting such as a visitor center, aquarium, or museum, solving problems and making sound decisions.
- Strong familiarity with marine ecosystems of the Central California Coast.
- Experienced in scheduling and coordinating logistics for people and events - especially day-to-day, hands-on support for a large volunteer program.
- Excellent interpersonal and customer service skills to provide information in a welcoming, professional, and positive manner, for ongoing or prospective volunteers of all age and skill levels, K-12 students, and the diverse visiting public.
- Organized and detail oriented with demonstrated ability to produce accurate work and keep detailed records.
- Ability to exercise discretion, tact, sensitivity, and maintain confidentiality.
- Experience developing and presenting effective science education activities for children and adults in museum or field setting, including creating hands-on activities.
- Writing skills sufficient to independently draft articles, reports, letters, and program materials for approval by others.
- Time management skills to prioritize work and deadlines; ability to be productive in an environment with frequent interruptions.
- Strong computer skills. Knowledge of word processing, database, spreadsheet, e-mail communications, and various software programs used in a business setting such as tracking, purchasing, or timekeeping.

PREFERRED QUALIFICATIONS
- In-depth knowledge of Filemaker Pro database program including ability to create layouts and reports.
- Bilingual Spanish/English.

JOB REQUIREMENTS
- Selected candidate will be required to pass a pre-employment criminal history background check.
- Must have a valid license to drive in the state of California and a good driving record.
- Must be able to lift 50 pounds to shoulder height and physically access exhibit and service areas.
- Must be able to work outdoor in windy or inclement weather.
- Must be willing to wear a Seymour Center uniform.
- Must be willing to work one or both weekend days as a regular schedule.
- Must be willing to work occasional evenings as necessary.
- Per the Child Abuse and Neglect Reporting Act (CANRA), this position has been identified as a Mandated Reporter. The selected candidate will be required to report known or suspected child abuse or neglect as defined by CANRA and will be required to sign a Statement Acknowledging Requirement to Report Child Abuse prior to commencing employment. CANRA Penal Codes, and related definitions, requirements, and responsibilities may be obtained here: https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=PEN&division=&title=1.&part=4.&chapter=2.&article=2.5

**TO BE FULLY CONSIDERED FOR AN INTERVIEW, APPLICANTS MUST PROVIDE A WRITTEN RESPONSE TO EACH OF THE THREE QUESTIONS BELOW WHEN SUBMITTING THE ONLINE APPLICATION:**

1. Please describe the volunteer programs you have worked with, including numbers of volunteers, volunteer demographics, and other specific information. Describe your overall role within the program.

2. The person in this position is required to develop detailed work schedules, manage varied communications, and track the daily work and work hours of more than 200 volunteers. Please describe the relevant administrative/technical skills you would bring to this position.

3. This position requires marine science knowledge, and experience presenting ocean-related programs, events, and activities to a diverse audience. Please describe your knowledge and skills in this regard, and how they were acquired.