

Education Interpreter Lead

Grade: 7

Reports to: Visitor Engagement Manager
Job Status: Exempt, Full-time

Department: Education
Approval Date: September 2019

JOB SUMMARY:

The primary responsibilities of the Education Interpreter Lead will be to supervise the daily tasks of the Education Interpreter team and help develop and deliver engaging, educational and interpretive programs for both the general public and the organized groups that visit the South Carolina Aquarium.

ESSENTIAL FUNCTIONS:

- Assist in the development and maintenance of a highly qualified, motivated and diverse staff.
- Train, schedule and provide feedback on the performance of frontline staff to the Visitor Engagement Manager.
- Demonstrate a strong presence on the aquarium floor, identifying trends, problem-solving and engaging guests.
- Constantly look for creative, unique and innovative ways to infuse FUN into the guest experience.
- Assist in the development and implementation of creative interpretive programs and promotions for guests.
- Model effective engagement techniques for informal science-based interpretation.
- Support team structure by remaining responsive to the needs of management and filling in where needed.
- Demonstrate a strong understanding of customer needs and go above and beyond in responding with appropriate service recovery.
- Adhere to the South Carolina Aquarium Policies.

OTHER DUTIES & RESPONSIBILITIES:

- Support the mission by participating in Aquarium sponsored programs and events on a regular basis.
- Integrate state and national science standards, as well as standards and themes from other disciplines, into K-12 school program content delivery.
- Give presentations to student, teacher and public audiences.

- Assist in the development, implementation and assessment of Member and community programs.
- Assist in implementing any additional education programs of the South Carolina Aquarium as needed.

KNOWLEDGE, SKILLS & ABILITIES:

- Good knowledge of science and South Carolina ecosystems.
- Skills needed to combine creativity, enthusiasm, and exemplary teaching methods to engage school children and guests in science related activities.
- Outstanding interpretive skills.
- Excellent group presentation and group management skills.
- Ability to work with audiences of all ages and maintain a sense of humor.
- Excellent interpersonal communication skills, both written and verbal.
- Excellent organizational skills with ability to organize tasks and meet deadlines.
- Ability to manage multiple projects and produce high quality work while meeting tight deadlines with little lead-time.
- Ability to manage conflict.
- Strong teamwork ethic and leadership skills.
- High quality standards and approachability.
- Ability to work weekends and evenings, as needed.
- Experience using Microsoft Word, spreadsheet programs, database programs, and e-mail.

EDUCATION & EXPERIENCE REQUIRED:

- Bachelor of Science in science, natural resource interpretation, environmental education desired.
- 2 years formal and/or informal teaching experience.
- Teaching experience in the informal education sector and NAI certification, highly desired.
- Supervision of staff preferred.

LICENSE & CERTIFICATIONS REQUIRED:

- Valid Driver's License.

SUPERVISION OF OTHERS:

- Volunteers
- Part-Time Staff

PHYSICAL REQUIREMENTS:

Often standing, carrying up to 50 lb and driving, sitting; average walking, bending, stooping, crouching, climbing ladders, kneeling, balancing, pushing and pulling, crawling, computer and phone tasks.

WORKING CONDITIONS:

Often normal office environment, public contact, rotating shifts, weekends and required to wear a radio; outdoor work required. This position would be scheduled consistently on Sunday-Thursday or Tuesday-Saturday.