



# Marineland Volunteer Program

## Program Description

Marineland is pleased to provide volunteer opportunities designed for individuals who would like to donate their efforts to assist our organization with promoting respect for all marine life and marine habitats. Our volunteers do not work directly with the animals, however the daily contact with our guests ensures that the volunteers will be a vital part of the education and conservation goals that define who the Dolphin Conservation Center at Marineland is and why we do what we do. The primary responsibility of the volunteers is to assist with the high level of customer service expected at Marineland. All volunteers will be expected to interact with the guests proactively, offering their assistance rather than waiting for it to be requested. Volunteers will be expected to represent the facility positively from their physical appearance while on duty to the ways that they speak of the park, the programs and the staff and animals. Volunteers are a vital part of the success of our new facility and the expectations and appreciation we have for them are extremely high. Volunteers at Marineland can be proud to be welcomed into such an esteemed group. Volunteers will be assigned duties as needed but can expect to participate in the following activities:

- Assisting guests with the preliminary details of their scheduled interactive program:
  - Checking wristband details to ensure that guests are at the right place at the right time for their scheduled interactive program; directing guests to the proper place if they require that assistance. *This aspect of the volunteer job requires a thorough knowledge of the park's layout and a complete understanding of the program logistics.*
- Answering guests' questions about our interactive programs and promoting these programs:
  - Interpreting various programs for those guests who have only purchased a general admission and have not yet committed to purchasing an interactive program. *This aspect of the volunteer job requires a complete understanding of and pride in all program logistics and details as well as a complete understanding of the registration process and procedures.*
- Serving as an exhibit guide at under-water viewing windows:
  - Interpreting Marineland's collection of dolphins for the park guests. This aspect of the volunteer job requires a thorough understanding of dolphin natural history, behavior and training. *Volunteers stationed at interpretive exhibits will go through a special training and must pass a quiz to make sure that as park representatives they are accurately educating our guests and respectfully representing our animal collection.*

## Working Conditions

Marineland's volunteers will be on their feet and outdoors during their entire shift. The weather can range from very hot to very cold and our volunteers must be prepared to be outside, energetic and enthusiastic, no matter what.

## Uniform

We will provide volunteers with a uniform shirt. There will be a specific style and color of pants or shorts that we will require our volunteers to purchase on their own and wear when on duty. Marineland hats may be purchased from the Volunteer Coordinator if so desired. Volunteers may not wear their own hat while on duty.

## Scheduling

Scheduling of the volunteers will be on a weekly basis. The more consistent a volunteer's schedule is, the easier it makes it on everyone else in the program. Volunteers who cannot commit to a regular work schedule are encouraged to wait until their personal schedules allow more consistency for their volunteer obligations.

### **Age Restrictions**

The minimum age for a volunteer is 17 years of age. Volunteers under 18 years of age may not be eligible for all of the duties included in our volunteer program.

### **Standards**

Marineland has the utmost respect for the volunteer work force that donates their time to the understanding and appreciation of nature. Our high standards are in place to guarantee that the general public's experience here is as positive as can be and in turn leads to their desire to preserve the world of the animals they encountered. We will expect the highest level of commitment from our volunteers and will, in turn, give back the highest level of respect and camaraderie.

### **To Apply**

Applications can be downloaded from our website: [www.marineland.net](http://www.marineland.net) and can be e-mailed to [volunteer@marineland.net](mailto:volunteer@marineland.net) or mailed to: The Dolphin Conservation Center at Marineland

Attn: Volunteer Coordinator  
9600 Oceanshore Blvd.  
St. Augustine, FL 32080

**For more information, contact Volunteer Coordinator at (904) 471-1111, ext. 105 or [volunteer@marineland.net](mailto:volunteer@marineland.net)**