

Job Summary:

The Education & Engagement Ambassador is responsible for delivering exciting, educational, and memorable experiences for all guests at Electric City Aquarium, with a strong focus on group programming and visitor engagement. This role involves promoting interactive learning experiences, guiding field trips, and ensuring a welcoming atmosphere throughout the facility. This is a part-time, seasonal, as needed position with a maximum of 30 hours per week during our group seasons from January-July or August-December.

Ideal candidates are outgoing, passionate about education, and confident engaging with and speaking to large groups including adults and children.

Essential Responsibilities:

- Lead field trips and group visits, delivering engaging educational experiences while adhering to designated schedules.
- Create positive, memorable guest interactions throughout the aquarium, fostering a welcoming environment.
- Educate visitors about our facility, its animal inhabitants, and conservation efforts.
- Assist guests with finding and learning about animals in exhibits, answering questions, and enhancing their overall visit.
- Monitor guest behavior and provide polite correction to ensure a safe and enjoyable experience for all.
- Maintain a clean, organized, and guest-ready environment, including light cleaning, sweeping/mopping and restocking supplies.
- Work collaboratively with zookeepers, aquarists, guest service, and fellow engagement staff to enhance guest experiences.

Qualifications:

- Strong public speaking and communication skills, especially with large groups and children.
- Outgoing personality with a passion for education, conservation, and guest engagement.
- Ability to stand and move freely for extended periods.
- Flexible availability, primarily week day mornings/early afternoons.
- Must be at least 18 years old and able to pass a background check.
- Experience in education, customer service, or related fields preferred.

This role is a great opportunity for educators, college students, and those who enjoy working with the public and creating meaningful, engaging guest experiences in a dynamic environment.