



The Marine
Mammal Center

VOLUNTEER JOB DESCRIPTION - RETAIL SALES VOLUNTEER – PIER 39

The Marine Mammal Center is a nonprofit veterinary research hospital and educational center with a mission to expand knowledge about marine mammals – their health and that of their ocean environment – and inspire their global conservation. The Marine Mammal Center is dedicated to the rescue and rehabilitation of ill and injured marine mammals – primarily elephant seals, harbor seals, and California sea lions. Since 1975, we've been headquartered in Sausalito, CA in the Marin Headlands within the Golden Gate National Parks, and have rescued and treated more than 15,000 marine mammals.

The retail sales volunteer (SV) is responsible for the day-to-day operations of The Marine Mammal Center's retail store and/or kiosk located at PIER 39 in San Francisco

Duties & Responsibilities

1. The SV provides excellent customer service to all visitors – from the initial greeting to the completion of sales transactions.
2. The SV is responsible for assisting in restocking and maintaining merchandise in the store.
3. The SV may be responsible for receiving, checking in, ticketing, stocking and storing new merchandise.
4. The SV answers questions and educates the public about the sea lions at Pier 39, marine mammal patients at TMMC, the work and mission of TMMC as well as other marine and ocean related topics. Classes are available in these areas.
5. The SV assists with basic house cleaning duties.
6. The SV must be able to communicate well with people from around the world as well as be able to multi task. The SV maintains awareness of everything and everybody in the store to prevent shop lifting.
7. The physical demands of the job require the SV to be able to stand for periods of time, bend and reach, lift up to 25 pounds, occasionally climb ladders and walk up and down stairs.

Volunteer training requirements

- New Volunteer Introduction Meeting
- Pinnipeds of California (highly recommended)
- History of California Sea Lions at Pier 39 (highly recommended)
- Research and Common Diagnoses (recommended)
- Education Volunteer Training (recommended; some sections required)
- Shadow an Animal Care Crew for a day (recommended)

If interested contact our Gift Store Manager at larsenh@tmmc.org or 415-289-7373.