



The Marine  
Mammal Center

## **Retail Sales Volunteer – Headlands Store**

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. The SV provides customer service, restocks and merchandises the store; sells audio tours, memberships and adopt-a-seal; educates the public about marine mammals and TMMC, and performs any other duties needed to maintain a professional and welcome shopping / visitor experience.

### **Duties & Responsibilities**

1. The SV provides excellent customer service to all visitors. The SV is responsible for greeting everybody entering the store and assisting them with their purchases including, but not limited to finding sizes, colors, designs etc. The SV completes the sale transactions and ensures receipt of payment, gives correct change, provides the customer with a receipt, and wraps or bags merchandise for the customer.
2. The SV is responsible for restocking the store and ensuring that all merchandise is represented on the sales floor. The SV displays merchandise in a presentable way and maintains displays throughout the store.
3. The SV is responsible for receiving merchandise, checking it against purchase order slips and ticketing items with correct price tags. He/she displays new items received and places the remaining items in one of the stockroom locations.
4. The SV sells audio tours including collecting payment, giving instructions on use, and maintaining equipment. Other tasks include signing up new members and promoting the adopt-a-seal donation program. The SV also answers questions about TMMC. Knowledge of TMMC and marine life is required (see required training classes below).
5. The SV performs daily house cleaning duties including, but not limited to cleaning surfaces, dusting, sweeping, disposing of trash and recycling material, straightening merchandise and maintaining a clean and professional appearance of the store.
6. The SV must be able to communicate well with people from around the world and of all backgrounds; must be able to multi task; must be able to use sound judgment and maintain a calm appearance even when things get busy and at times hectic. 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 extended periods of time, must be able to frequently bend and reach; lift minimum of 25 pounds; climb ladders and walk up and down stairs multiple times each step.

### **Volunteer training requirements**

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

If interested contact our Gift Store Manager at [larsenh@tmmc.org](mailto:larsenh@tmmc.org) or 415-289-7373.