Job Description

Job Title: Education Tour Guide
Department: Education
Reports to: Education Coordinator
FLSA Status: Part-Time, Non-Exempt

About Coral World:

Coral World Ocean Park operates as both a marine life education center and a premier visitor attraction, uniting animal care, public engagement, and conservation. The park's programs emphasize exemplary standards of animal welfare, responsible wildlife interaction, and hands-on learning experiences that inspire curiosity and respect for the marine environment. Through well-managed exhibits, interactive encounters, and conservation initiatives, Coral World fulfills its mission to advance marine stewardship while maintaining the highest standards of safety, welfare, and operational excellence within a dynamic Caribbean setting.

Job Summary:

The Education Tour Guide serves as an enthusiastic ambassador for Coral World Ocean Park, inspiring guests through engaging educational experiences that promote marine conservation, animal welfare, and environmental stewardship. This position is responsible for leading educational tours for school groups ranging from pre-K through college aged students, as well as VIP and behind-the-scenes tours for visitors of all ages.
The ideal candidate is passionate about wildlife conservation, enjoys working with diverse audiences, and possesses strong communication and public speaking skills. Tour Guides play a vital role in creating memorable guest experiences while ensuring the highest standards of safety, professionalism, and animal welfare.

Duties/Responsibilities (Essential Functions): *Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*

- Lead scheduled educational tours for school groups from pre-K through college-level students.
- Conduct VIP and behind-the-scenes tours for cruise guests, families, and visitors of all ages.
- Deliver accurate, engaging, and age-appropriate information about marine life, conservation initiatives, animal care, and the history of Coral World Ocean Park.
- Adapt tour presentations to meet the interests and learning levels of various audiences.
- Provide interpretive support for animal areas that may include but are not limited to the Lorikeet Aviary, Touch Pool, and Dolphin Docks as needed.

Guest Engagement

- Welcome guests warmly and create a positive, memorable visitor experience.
- Effectively manage tour groups while maintaining a professional and energetic presence.
- Answer guest questions with enthusiasm, accuracy, and professionalism.

- Encourage guest participation and foster a deeper appreciation for marine ecosystems and conservation.
- Safety and Animal Welfare
- Ensure strict adherence to all guest safety policies and procedures.
- Monitor guest behavior around animal habitats and interactive areas.
- Support and promote the highest standards of animal welfare.
- Report safety concerns, guest incidents, or operational issues promptly to management.
- Educational Support
- Assist with educational programming, special events, camps, and outreach activities as needed.
- Stay current on conservation topics, animal information, and facility updates to ensure accurate messaging.
- Always Represent Coral World Ocean Park in a professional manner.
- Other duties as assigned

Supervisory Responsibilities:

- None

Work Environment:

- Outside in all weather

Physical demands:

- Ability to stand and walk for extended periods throughout the workday.
- Ability to work outdoors in various weather conditions, including heat, sun, wind, and rain.
- Ability to occasionally lift, carry, and move items weighing up to 50 pounds.
- Ability to navigate uneven surfaces, stairs, and exhibit areas safely.

Position Type and Expected Hours of Work:

Part-time, hourly position. Schedule includes nights, weekends, and holidays as needed. Hours may be adjusted seasonally based on business needs.

Eligibility Requirements

Required:

- Must be able to work in the U.S.
- High School Diploma or equivalent required.
- Background in Marine Biology, Zoology, Environmental Science, Education, Interpretation, or a related field is highly preferred.
- Previous experience in public speaking, education, guest services, tourism, or animal-related fields is preferred.

Special Eligibility Requirements:

- Must be dependable and punctual.
- Ability to work efficiently under pressure.
- Team player with a positive attitude and respect for co-workers.
- Must maintain a professional demeanor and take direction well.

Compensation & Benefits:

- Starting at $15 hour (depending on experience)
- Health and wellness benefits (for full-time employees)
- Paid Time Off and Holidays (for full-time employees)
- Enrollment in Company's 401(K) one year after first day of employment once eligibility requirements are met.
- Coral World Ocean Park access and employee discounts

Other duties:

This job description is not intended to be an exhaustive list of duties, responsibilities, or activities. Management reserves the right to modify the role or assign additional tasks as needed due to operational changes, emergencies, or other circumstances, with or without prior notice.

Please submit cover letter, resume, and references by email or stop by our Administrative Office and fill out an application to be considered for the position. Please include the job title in the subject. References required.

Contact Information:
Valissa M. Hodge, MSHRM
Office & Human Resources Manager
Email: hr@coralworldvi.com