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Job Description – Manager, Marine Mammal (Dolphin)

Department: Marine Operations
Division: Marine Mammal
Reports to: Assistant General Curator
FLSA Status: Exempt
Salary Range: \$55,000 - \$65,000 annually, plus tips
To Apply: Email resume to mark@cleansearch.tech

Job Summary: The Marine Mammal Manager directs and supervises all areas of staff development, animal care and training, guest interactions and assists with oversight of facility and equipment maintenance. Coral World Managers hold a very hands-on role within the operation and must be adaptable and versatile in their skillsets. They report to and work collaboratively with the General Curator team to ensure smooth operation of the Marine Mammal Division.

Duties/Responsibilities (Essential Functions):

- Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.
- Assumes lead responsibility for the park's Atlantic Bottlenose dolphin program and employs extensive animal training knowledge and experience to manage complex behavioral challenges and train advanced behaviors without assistance while following Coral World's standards of care and training.
- Ensures that all staff are properly trained to maintain Coral World's high standards for all cleaning, food preparation, recordkeeping, animal care, training and interactive program procedures.
- Thorough understanding of and ability to teach topics related to dolphin or sea lion social dynamics, natural history, biology, behavior management through application of operant conditioning.
- Assigns and checks work, establishes schedules, sets deadlines, and delegates authority. Sets performance standards for staff. Prepares annual performance evaluations. Makes personnel-related recommendations to the Assistant General Curator.
- Regularly works with marine mammals to support staff in training and maintaining all husbandry, interactive programs and public presentation goals.
- Responsible for making difficult animal training and operational decisions independently if needed. This may also include assisting with problems outside of your directly supervised area.
- Will be in frequent communication with the Assistant General Curator to provide updates, manage and problem-solving staff, animal and/or operations changes or challenges.
- Ensures a safe environment is maintained at all times for staff, visitors, and animals.
- Ensures that appropriate animal and water quality record keeping is maintained including collecting and accession records, medical treatments, and mortalities.
- Works closely with the Assistant General Curator, Veterinarian, and Veterinary Technicians to achieve optimum animal health, behavior and welfare monitoring.
- Assist with all aspects of animal diet procurement, storage, preparation, and evaluation.
- Ensures compliance with state and federal agency permits and regulations, including preparation of reports and record keeping as well as fostering productive relations with regulatory agencies.
- Demonstrates excellent leadership and communication skills and acts as an objective voice for the Curatorial Team, and a mentor for all Animal Welfare Specialist staff and interns.

- Plans and executes safe and efficient, routine and non-routine medical or evacuation procedures.
- Must have strong customer service skills and is expected to handle challenging customer-related problems when they arise. This may also include assisting with problems outside of your directly supervised area.
- Works closely with the Education staff to assist with the research and development of informational and educational signage.
- Cross trains with other animal care departments to promote efficient use of staff resources and increase staff skillsets and resiliency.
- Works collaboratively with maintenance and housekeeping departments to maintain animal, staff and guest facility appearance and infrastructure.
- Maintains SCUBA certification. Performs diving duties as necessary to manage the quality of animal facilities.
- Acts as advisor to mammal related research projects at CWOP and may collaborate with external organizations to provide technical support to researchers on husbandry issues and Rescue & Rehabilitation programs.
- Coordinates the development of marine mammal programs and protocols consistent with current industry standards for animal care and use and participates actively as a member of the Coral World Animal Welfare Committee.
- Attends industry meetings and represents CWOP before various professional organizations.
- Maintains a valid driver's license.
- Fosters good relations with visitors, volunteers, community leaders, contractors, and fellow staff members by promoting positive attitudes, good will, cooperation, and providing high standards of service.
- Complies with all CWOP policies, procedures, and programs.
- Manage shift schedules and time off to keep the operation well-staffed, while also ensuring staff can use accrued PTO within the year.
- Maintains a remote (from Coral World) facility to exceed USDA requirements for Marine Mammals if needed.
- Meets all position requirements, duties, and responsibilities of the Animal Welfare Specialist 3 (AWS 3).
- Perform other duties as required.

Supervisory Responsibilities:

- This position supervises the animal welfare specialist team, as well as volunteers and interns as needed.

Work Environment:

- This job operates in a professional environment (indoor and outdoor). The employee will be exposed to sunny, warm, humid, and wet/cold conditions.
- Specialized working conditions include work underwater or inside a walk-in freezer.
- This role routinely uses standard equipment such as computers, phones, photocopiers, file cabinets, etc.

Physical demands

This position requires the employee to sit, stand, walk, or move for most of his/her working hours but occasionally must stoop, kneel, or crouch. The Marine Mammal Manager is required to walk around the park sometimes on uneven ground and up and down stairs. The Marine Mammal Manager is frequently required to reach with hands and arms, using hands to handle or feel. The Marine Mammal Manager is required to be in constant communication with guests during programs requiring the Marine Mammal Manager to talk and hear. The Marine Mammal Manager must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Marine Mammal Manager duties are frequently performed under physically demanding conditions and potentially hazardous environments, including working in close proximity with wild animals and handling potentially dangerous chemicals.

Position Type and Expected Hours of Work

This is a full-time position. Days are scheduled 5 days a week between Sunday - Saturday for a 40-hour work week. During the slow season hours may be reduced to accommodate the needs of the park. During emergencies such as Hurricanes or special animal care needs, you may be expected to work 50+ hours per week.

Eligibility Requirements

Required:

- Bachelor's degree in psychology, biology, or a related scientific discipline (or a comparable level of education/experience that would provide the necessary knowledge to meet the minimum qualifications)
- Ten years paid full-time animal training experience.
- Experience managing Marine Mammals in an interactive facility.
- Two years supervisory/management experience.
- Ability to pass an annual, on-site swimming and physical conditioning test.
- Open water SCUBA certified or the ability to obtain certification within probationary period (6 months).
- Must be CPR/First Aid Certified.
- Must be a team player with strong communication skills, have a positive attitude, and an outgoing personality, with the ability to work well unsupervised
- A basic understanding of Microsoft Office software, including Word, Excel, and PowerPoint.
- Must have a valid driver's license.
- Must be able to work in the U.S.

Special Eligibility Requirements:

- Ability to work flexible schedule, including evenings, weekends and holidays.
- Must be a team player and be able to get along well with others.
- Must be able to use tact in handling sensitive situations.
- Must be personable, courteous, and able to work under pressure.

Other duties

Please note this job description is not designed to contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (example: emergencies, changes to personnel, workload, rush jobs, or technological developments). Duties, responsibilities, and activities may change at any time with or without notice.