



Education Volunteer – Gift Shop

About Us: Marine Mammal Care Center Los Angeles (MMCC) is the only year-round organization authorized by the National Oceanic and Atmospheric Administration (NOAA) dedicated to the rescue, rehabilitation, and release of sick and injured marine mammals in Los Angeles County. Since 1992, MMCC has treated over 10,000 patients suffering from malnutrition, entanglement, domoic acid poisoning, and other human and environmental threats.

In addition to lifesaving care, MMCC serves as a hub for ocean conservation education, offering immersive programs to inspire the next generation of environmental stewards. MMCC's work is grounded in science, compassion, and community engagement, and it plays a vital role in protecting marine life along Southern California's coastline.

By addressing the urgent needs of stranded animals and sharing their stories with the public, MMCC connects people to the ocean and empowers them to take action for a more sustainable future.

Mission and Vision: The mission of the Marine Mammal Care Center Los Angeles is to inspire ocean conservation through marine mammal rescue and rehabilitation, education, and research. Our vision is of a healthy ocean ecosystem where people and marine life thrive together.

Role Description:

The Gift Shop Volunteer will assist the Education team with sales, donations, guest interaction, and other daily operations. This volunteer reports to the Education staff and Gift Shop Manager and will be on-site at the hospital and educational facility in San Pedro.

Duties may include:

- Operating the cash register and facilitating sales
- Accepting and processing donations
- Restocking shelves and keeping the gift shop clean and presentable
- Tracking inventory
- Preparing for visitors by ensuring that all displays are set up at the beginning of the day and brought inside at the end of the day.
- Educating guests about our patients, overall ocean health, and what they can do to make a difference
- Encouraging visitors to make a lasting impact by making a pledge at the onsite Pledge Wall

Gift Shop volunteers are encouraged to continue their personal growth and development with the education team, potentially learning the Education Docent or Teen Greeter volunteer roles.



Commitment:

Gift Shop Volunteers will commit to one shift per week or every other week if arranged with the Volunteer Services Manager. Volunteers may choose to work a morning shift from 9:15 a.m. to 1:00 p.m. or an afternoon shift from 12:15 p.m. to 4:00 p.m. on Fridays, Saturdays, Sundays, or Mondays. Volunteers must commit to a consistent schedule for at least six months. Volunteer schedules (weekly, alternating weeks, etc.) must be established with the Volunteer Services Manager at the start of the volunteer's commitment or with fair notice if changes are needed.

Requirements:

The Gift Store Volunteer must be 18 years or older. Each volunteer must have reliable transportation to the hospital. Experience in retail is a plus but not required. Each selected candidate will participate in a full volunteer onboarding process, including an interview, orientation, background check, and training. The Gift Shop Volunteer should feel comfortable in all the following areas:

- Ability to accurately count money and make change
- A willingness to learn and use the Square POS system
- Ability to talk to groups of people of different ages
- A willingness to collaborate and communicate with other volunteers and MMCC staff
- Ability to manage time effectively, including coming to shifts on time and completing the full shift
- Ability to handle potentially stressful situations with professionalism and composure

Position Impact:

The Gift Shop Volunteer plays a vital role in the continued fundraising efforts that allow MMCC to continue its mission. All sales in the gift shop go directly back to hospital expenses. This opportunity allows volunteers to learn a great deal about the marine mammals in our local waters and how we impact their environment. This is an excellent opportunity for those who enjoy retail and interacting with others.

Contact:

For questions or to apply for this important volunteer role, contact the Volunteer Services Manager, Kelsey Hashimoto (she/her), at KHashimoto@marinemammalcare.org.