



Program Educator II – Aquarium #02169

City of Virginia Beach – Job Description

Date of Last Revision: December 3, 2025

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 21

City of Virginia Beach Organizational Mission and Values

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Develop and implement informal educational programs, guest enhancement initiatives, projects, and special events relevant to the mission of the Virginia Aquarium and on a variety of marine science topics that engage audiences of all ages.

Representative Work Functions and Responsibilities

- Develop and implement school group programs (pre-school through college) aligned with Virginia’s Science Standards of Learning, and informal programs on marine science, earth science, and other relevant science topics for audiences of all ages.
- Develop and implement appropriate programs for targeted audiences such as toddlers and guests with special needs.

- Develop and implement fee-based programs such as camps, boat trips, outreach events, birthday parties, behind the scenes tours, and after-hours special events.
- Guide group or individual tours and lead discussions regarding animal background, care, and activities and other conservation topics.
- Work with other sections of the Aquarium to set strategies for expanding audiences, meeting audience needs and providing exceptional guest experiences.
- Work with Exhibit staff to help provide educational programs and materials around specific exhibit areas and the interpretation of exhibit(s).
- Conduct public presentations outside the Aquarium to increase community awareness and serve as a source of scientific information for students and other citizens.
- Act as liaison between the Aquarium and school groups and other program participants in order to facilitate service and establish collaborations.
- Develop budgets for educational supplies and materials for programs and events. Work with Guest Services and Accounting section to coordinate invoicing to program participants.
- Maintain expense reports for programs.
- Collaborate with Guest Services, Marketing, Animal Husbandry and Exhibits sections to plan publicity and promote programs and special events.
- Create and update curriculum guides and other informational materials that support programs and special events.
- May supervise the work of Museum Educator I's and hourly educator positions.
- May evaluate programs developed by other education staff members.
- May assist with hiring, training, and evaluating educators; may set staff and program schedules; may oversee training and supervision of Aquarium docents.
- Set the standard for appropriate interpretive techniques and for exceptional customer service. Travel may be required for professional development.
- Must be comfortable working indoors and among crowds of guests as well as conducting programs outdoors.
- May be required to drive a 12-passenger van, and conduct programs on boats.
- Perform other job duties requiring skills, knowledge, and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on the current workloads and department needs.

Performance Standards

- Demonstrate knowledge of marine science, earth science, and informal program development.
- Demonstrate ability to create and conduct unique programs.

- Demonstrate commitment to providing exceptional guest experiences.
- Communicate effectively with aquarium guests, community groups and educational institutions.
- Effectively supervise the work of staff and volunteers.
- Demonstrate excellent customer service skills; and have good command of language.
- Demonstrate high abilities in instructional skills and techniques; and demonstrate strong organizational and project management skills.

Minimum Qualifications

- Requires any combination of education (above high school level) and/or experience equivalent to seven (7) years in fields such as marine or earth science, formal or informal education, museum studies, and aquarium and zoo studies, using the required knowledge, skills and abilities.
- Must have a current and valid driver's license.

Preferred Qualifications

- Bachelor's degree in related field.
- Experience working as an educator in an aquarium, zoo, science center or related field.
- Experience developing informal programs on a variety of marine science topics and in a variety of formats.
- Experience supervising, training and evaluating staff and volunteers in a related field.
- Experience collaborating in a team setting to develop programs or complete projects in a related field.

Special Requirements

- All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.
- Must be available to work evenings, weekends, holidays, and overtime when required to meet operational needs.
- This position may require that incumbents wear and maintain appropriate personal protective equipment such as, but not limited to, steel toed shoes, safety glasses, gloves, or other designated safety attire and equipment in designated areas of risk. Specific requirements will be determined and communicated by the employee's supervisor based on position assigned.

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

DISCLAIMER:

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.