

2 Jessie Rd, Anna Bay 2316
info@sharkencounters.com.au
www.sharkencounters.com.au
(+612) 4982 2476



Experienced Zookeeper & Educational Guide

~ position/s vacant 05/10/21

Irukandji Shark & Ray Encounters ~ Anna Bay, Port Stephens

Irukandji is a bustling family-owned interactive aquarium with a strong conservation focus. Located in the brand-new aquarium in Anna Bay, Port Stephens. This small family business with a tight knit friendly team, taking pride in exceptional customer service, conservation and education. Construction is underway for phase two, building an indoor tropical lagoon which will see Irukandji double in size by the Christmas holidays. Irukandji will be hiring a number of people and this is the perfect opportunity to join this fast expanding internationally renowned aquarium.

Job title: Experienced Zookeeper & Educational Guide

Permanent/ part time positions initially due to the unsettled environment Covid-19 brings. A number of perfect candidates will progress into a permanent full-time position as the pandemic eases.

Hours: Minimum 15 hours per week which will fluctuate in all busy times to 38hours. Applicants must be available all weekends and school holidays however they will not be required to work every weekend.

Location: 2 Jessie RD ANNA BAY 2316

The Position

Irukandji is seeking a friendly outgoing candidate who loves to chat with the public & has a passion for impeccable husbandry and marine conservation. The perfect candidate will provide a guest experience of outstanding quality, creating meaningful connections, with a heart for wildlife and inspire actions that will have a lasting impact on conservation. They would interact positively and objectively with co-workers, visitors, volunteers, contractors, senior administration and members of the general public from a range of cultural and socio-economic backgrounds and with all levels of educational attainment and social skills.

They will maintain the highest standards related to the day-to-day operations, animal husbandry along with handling problems in the workplace, including anticipating, preventing, identifying, and solving arising issues as needed. Have a working knowledge of the ecosystems and animals (natural history, biology, environmental needs) including basic knowledge of animal anatomy, behaviour, environmental parameters and recognition of common health concerns.

The perfect candidate could identify and correct minor or routine maintenance problems and report other maintenance needs. Keeping accurate and up to date records to ensure quality husbandry and conservation programs for species within our collection. They will possess expert skills in the field to promote quality growth in our fast-expanding aquarium into the future.

Responsibilities & duties

- Promote Irukandji's mission for conservation & practice the behaviours we teach whilst following our safety and animal protocols
- Demonstrated ability to work within a team, interact positively with the public and co-workers and deliver outstanding results
- Conduct tours & presentations for a wide array of subjects including school groups, seniors, UNI students,



inbound groups and the general public. Quality entertainment & guest experience during educational tours and presentations

- Develop and present educational programs. Promote, participate in and create research and conservation programs
- Make eye contact with every customer encounter, smile at every person, offer friendly phrases, pleasant tone of voice and greetings going above and beyond to offer assistance to guests in need. Acknowledge guests when working in the public space and seize every opportunity to actively engage guests in the wonders of nature
- Follow direction and maintain compliance with all ZAA standards of Accreditation and Irukandji's established protocols for animal care
- Follow proper feeding procedures and techniques and ensure daily care of animals
- Exhibit and behind the scenes cleaning, daily food preparation, feeding, water testing, record keeping, animal observation, animal transfer
- Making and distributing animal enrichment, positive conditioning & training sessions
- Knowledge of proper quarantine methods including zoonotic disease awareness and prevention, including PPE use
- Assist veterinarian and head staff with recognizing animal health concerns and ensure treatment is carried out as prescribed.
- Perform facility and exhibit maintenance, including but not limited to, trash and debris removal, floor cleaning, painting, building repair, horticultural duties, etc..
- Have a working knowledge of water chemistry and life support equipment with the ability to identify and troubleshoot problems.
- Assist with the development, improvement & construction of new exhibits
- Knowledge of visitor questions or seek out the answers in an attempt to exceed guest expectations, never answering if unsure of the source of knowledge (especially sourced from social media). When researching be sure to confirm all sources accurately & ensure scientific evidence
- Refrain from mobile phone use in the public space, maintaining a welcome, approachable appearance.
- Follow appropriate Irukandji uniform standard & be an ambassador of Irukandji at all times wearing our uniform including avoidance of single use plastics & following conservation initiatives.
- Outgoing, confident, and friendly personality.
- Able to work in a fast-paced, high volume environment, with excellent organisational, time management skills, verbal, interpersonal, and written communication skills.
- Demonstrated enthusiasm and initiative to deliver our strong conservation messages and exceptional customer service

Essential experience/ qualifications

- High School Certificate
- Cert 111 Captive animals or degree in Biology, Marine Biology, Aquaculture, Animal Science or related field
- Driver's license
- Bronze medallion flat water and First Aid certifications, CPR or willingness to complete
- Current working with children's check

Desirable experience/ qualifications

- Experience in an aquarist or related position
- Dive Certificate Open Water
- Captive Animals Cert IV
- Experience in one of the specialist fields below



2 Jessie Rd, Anna Bay 2316
info@sharkencounters.com.au
www.sharkencounters.com.au
(+612) 4982 2476



- Aquaculture experience
- Guest experience
- Experience in Microsoft Office, including Excel (desirable)
- Aquarium species management/ studbooking

Physical Requirements

Walking, standing, and bending. Regularly requires stooping, crouching, climbing ladders/steps, carrying up to 20kg, sitting, kneeling, balancing, pushing and pulling, crawling, working with tools, working underwater and working in tight spaces Experience in Microsoft Office, including Excel (desirable).

Expressions of interest

Irukandji is expanding rapidly into an internationally renowned, unique conservation hub. Though we are not currently advertising these positions due to uncertain times, we are taking expressions of interest for the following positions that may be available in the future. We look forward to expanding our team and this is a great opportunity for passionate candidates to be considered/interviewed early. Alternately successful applicants transition across from this currently advertised role as the pandemic eases. Please advise us in your application if you also wish to pursue one of the following positions:

- **Experienced aquarist** ensuring proper functioning of pumps, filters, able to control appropriate water quality parameters, maintaining water chemistries, tank health, perform life support maintenance, familiarity with equipment, piping and all environmental systems within an aquarium
- **A1 lead keeper** joining a small team of experienced keepers heading various sections of Irukandji as we expand. Positive leadership experience with a working knowledge of aquarium operations required.
- **Experienced jellyfish keeper/breeder** experience in housing, feeding, breeding, appropriate water parameters, salinity, temperature & pH, jelly biology, anatomy, feeding to stimulate the nematocysts into movement, the working ability to collect the larvae, settle the polyps & repopulate exhibits by breeding inhouse whilst developing educational displays of the life cycle stages.

Immediate start, training completed for Christmas holiday period

Please do not phone admin staff at Irukandji to ask questions about the position unless imperative. Send resumes with a cover letter detailing suitability to this position via the email below

Please apply with resume and cover letter outlining how your expertise will enhance Irukandji. All applications email info@sharkencounters.com.au

Applications close November 9th, 2021

