



Last updated: August 21, 2015

By: Julie J. Bahl

Revised by: Marisa Foster

POSITION DESCRIPTION

<i>Position Title:</i>	Living Collections Volunteer
<i>Full-time/Part-time:</i>	Part-time; weekends and holidays as agreed to; mornings generally required
<i>Exempt/Non-Exempt:</i>	Non-Exempt
<i>Department:</i>	Living Collections
<i>Reports To:</i>	Lead Aquarist and Aquarists as assigned
<i>Staff Reporting To This Position:</i>	Interns and volunteers as assigned
<i>Works Closely With:</i>	Living Collections Department

The Living Collections Internship will allow participants to have a greater knowledge and understanding of the general husbandry needs of freshwater fish, saltwater fish, reptiles, amphibians, birds, invertebrates, and mammals housed in captive environments at the National Mississippi River Museum & Aquarium (NMRM&A). Interns will work with members of the Living Collections Team to complete the daily tasks required to maintain the health and welfare of animals, as well as clean exhibits and back of house areas.

Key Responsibilities

- Preparation of food for animal diets and feeding out of diets in efficient manor.
- Ensure all husbandry areas are kept clean, organized and hazard free; report maintenance needs; perform minor maintenance tasks. Cleaning of the exterior and interior of the enclosures as well as areas around the enclosures (floors, counters under and above enclosures).
- Exhibit servicing including monitoring the health and well-being of animals, testing for appropriate water parameters and performing water changes as needed, ensuring daily and weekly check sheets are current and maintain written records in accordance with established practice and policy.
- Provide superb customer service for all visitors.
- Implement emergency procedures as directed.
- Work safely with and around potentially hazardous chemicals and dangerous animals.
- Extended periods of standing and heavy lifting up to 50 lbs.
- Assist the full-time aquarists with any necessary projects and provide alternative coverage as needed.



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Special Requirements

- Applicants must be currently enrolled in a college or university, or have recently graduated from a college or university.
- Will typically possess a background related to living organisms.
- Experience with, understanding of, and aptitude for maintaining animals in captivity is helpful.
- Must possess strength and endurance to perform the physical demands of all Key Responsibilities with or without accommodation.
- Must be able to read, write, and speak the English language.
- Ability to interact in a courteous and professional manner.
- Must be capable of dealing with emergencies calmly and efficiently.
- Must learn quickly and be self-motivated to elevate personal skill set.
- Must possess good decision-making and problem solving skills to make sound, independent judgments to identify problems and suggest solutions.
- Completion of a minimum of 150 hours in a 10-16 week period (hours and length of time period are flexible and will depend on the individual). Progress will be documented with weekly informational reviews, as well as a final review of knowledge and skills learned.
- Completion of a project approved by the NMRM&A Living Collections Director and Supervisor, as well as give a short presentation on the project.

Application Requirements

- NMRM&A Application
- Cover Letter
- Resume
- 1 letter of recommendation

If there is interest in more than one internship the NMRM&A is open to the combination of internships dependent on specific needs of the individual. This is a temporary, non-paid, part time position. If interested, please send application requirements to **Vicky Sutter, Development/Intern Manager** at the following address, or by e-mail at vsutter@rivermuseum.com.

National Mississippi River Museum & Aquarium
350 East 3rd Street
Dubuque, Iowa 52001
(563) 557-9545 ext. 276



Living Collections Intern Expectations

Last updated: September 1st, 2015

By: Abby Urban

Revised by: Marisa Foster

The Living Collections department at the National Mississippi River Museum & Aquarium (NMRM&A) offers a wide array of internships to increase the knowledge and experiences needed to maintain the utmost standards for plant and animal husbandry. Internships include General Husbandry, Water Quality, Enrichment, Animal Nutrition, and Horticulture. This document is intended to explain the expectations set forth for all Living Collections Volunteers/Interns to follow in order to achieve distinction in the Living Collections Internship Program for the NMRM&A. Failure to follow any of the following expectations can and may result in disciplinary action up to and including termination. Upon acceptance into the internship program please refer to the "NMRM&A Living Collections Intern Policy Agreement" for further details of all expectations.

Volunteer Expectations

- Interns are expected to work an average of 16- 32 hours per week for approximately 10 weeks but must complete an overall **minimum** of:
 - 150 hours/semester
 - Hours will be scheduled with the Living Collections Intern Facilitator and more hours than just the minimum are always encouraged
 - Modifications of hours and schedule will be discussed one on one with the participant and the Living Collections Intern Facilitator
 - Failure to maintain positive attendance may result in disciplinary action
- Interns will be required to be on time for their scheduled shifts. Tardies and unscheduled absences will result in disciplinary action.
- Interns will be required to complete various assignments during the course of their internship semester. If deadlines are not met this may result in disciplinary action.
- Interns will be required to complete a final project and oral presentation. All deadlines must be met for all assignments. If deadlines are not met this may result in disciplinary action.
- Interns will be friendly, courteous, and helpful to all guests and staff.
- Interns will maintain an appropriate dress code at all times during their scheduled shifts.
- Interns will maintain professional relationships with all NMRM&A staff/interns/volunteers during the course of their internship semester.



Living Collections Intern Expectations

Last updated: September 1st, 2015

By: Abby Urban

Revised by: Marisa Foster

- Interns will understand that work assignments may bring them in contact with live animals, and that they may be exposed to potential hazards and risk of personal injury and property damage or loss arising from their participation as an intern. Interns will be expected to follow procedures that promote safety and prevent accidents at the NMRM&A.
- Interns will understand that they will be subject to the same rules of conduct and confidentiality that apply to paid staff members. They agree to act in a responsible and professional manner when providing services to NMRM&A.
- Interns will be expected to uphold high work standards and positive attitudes at all times.
- Interns will understand that their interning service does not in any way assure them of any future position as an employee/intern/volunteer of the aquarium, nor does it entitle them to any benefits of regular employment.
- Interns will be required to follow all policies as outlined in the Living Collections Volunteer Policy Agreement.

Application Requirements

- NMRM&A Application
- Cover Letter
- Resume
- 1 letter of recommendation

If there is interest in more than one internship the NMRM&A is open to the combination of internships dependent on specific needs of the individual. This is a temporary, non-paid, part time position. If interested, please send application requirements to Vicky Sutter, Development/Intern Manager at the following address, or by e-mail at vsutter@rivermuseum.com.

National Mississippi River Museum & Aquarium
350 East 3rd Street
Dubuque, Iowa 52001
(563) 557-9545 ext. 276

NMRMA Living Collections Intern/ Volunteer Policy

By: Abby Urban

Revised By: Audra Roseland

Date: Dec 28, 2023



Things to know for your first day:

- Dress code consists of blue jeans or khaki pants (nothing torn, ripped or faded) and clothing should be of appropriate fit – nothing too tight that would be restrictive while working. We recommend comfortable waterproof shoes. You will be working with a variety of substances that may stain or damage your clothing, do not wear your favorite items. The aquarium will provide rubber work boots if necessary, depending on the work you are doing. You are permitted to wear appropriate jewelry, but anything of significant value or importance is discouraged due to the nature of our work.
- You will be provided with one (or more depending on your hours) volunteer shirt. These shirts are property of the NMRMA and must be returned within 7 days following the duration of your time here.
- You may be given keys that will allow you limited access to certain areas of campus. These keys are property of the husbandry department and will be returned EVERY DAY after your shift. You will sign your keys in and out every day. If you should accidentally leave with the keys you will be required to immediately come back to campus to return the keys, regardless of any circumstances.
- We will provide a cooler and microwave for staff to use to store lunches (if your shift is over a lunch break). It is your responsibility to bring any dishes or utensils, cups, water bottles, etc. that you may need. We also have a grill on campus that sells a variety of sandwiches, side items and drinks. You will receive a 25% discount in the museums stores and 20% discount on items purchased at the grill.
- Your schedule and hours will be agreed upon between yourself and the Living Collections Volunteer Facilitator. If there is a time that you will not be able to make it in (illness or similar) you are required to call the **Living Collections department at 563-557-9545 ext. 248 as soon as possible**. The voicemail operates 24 hours a day so messages can be left at any time. If you call during hours of operation and a receptionist answers, you may ask for extension 248 or ask to have the Living Collections Intern/Volunteer Facilitator paged. Should a change be needed in your schedule within the next 7 days you may email the Living Collections Volunteer Facilitator and request the change. Any schedule changes will be signed off on by the Living Collections Volunteer Facilitator so if you do not receive an email verification of the change within 3 days please call back in at the number above.

NMRMA Living Collections Intern/ Volunteer Policy

By: Abby Urban

Revised By: Audra Roseland

Date: Dec 28, 2023



- You are responsible for any paperwork that may be required by your school (if doing an internship for credit, etc.) The NMRMA will not call schools and ask for paperwork or documents; these must be provided to the Living Collections Volunteer Facilitator in a timely fashion. Any paperwork or evaluations requiring action by the NMRMA or the Living Collections Volunteer Facilitator must be submitted a minimum of 7 days before the forms need to be completed.
- Cell phones are allowed to be carried with you. They are to be used only for emergency. Being on social media during working hours is prohibited. Any photos taken must follow NMRMA's Photo Policy.
- Any questions or concerns with any of the above should be discussed with the Living Collections Volunteer Facilitator prior to your start date. Contact information is below.

Thank you for your interest and we look forward to you starting!

Mark & Maia Davidson
Curators of Living Collections
National Mississippi River Museum & Aquarium

Audra Roseland
Living Collections Internship/Volunteer Facilitator
National Mississippi River Museum & Aquarium

350 E. Third Street, Dubuque, IA 52001

Phone 563-557-9545 ext. 248

Fax 563-583-1241

aroseland@rivermuseum.org

mbeshel@rivermuseum.org

mdavidson@rivermuseum.org

www.rivermuseum.org

NMRMA Living Collections Intern/ Volunteer Policy

By: Abby Urban

Revised By: Audra Roseland

Date: Dec 28, 2023



This policy agreement is intended to explain the rules and expectations set forth for all Living Collections Volunteers/Interns to follow in order to maintain the highest standards for the Living Collections Department at the National Mississippi River Museum & Aquarium (NMRMA). Working and assisting at the aquarium should be considered a privilege and we maintain high expectations for all of our staff members. The guidelines below will help to ensure human safety, animal safety, and professionalism, as well as outline the basic expectations for the volunteer program. Failure to follow any of the following rules or expectations can and may result in disciplinary action up to and including termination. Throughout this document, the term volunteer will be used. This term includes all departmental support staff, such as volunteers seeking internships, externships, and work study through a college or university.

1. Campus Information

The NMRMA is comprised of a two building campus, the National River Center is the East building and can be identified by a large video screen that plays outside. If coming to the aquarium as a guest this is also called the main entrance. The Mississippi River Center is the West Building and can be identified by a large Riverboat Paddlewheel outside. For a 7:00 or 8:00 a.m. start time you are to report to the loading dock doors of the West building. (When you are facing the paddlewheel the loading dock is the driveway leading up to the building on your right.) For any other start times, you are to report to the main entrance. At both locations you will be let in by a Living Collections (LC) staff member or be given a key card to use to gain entrance from 7:00 a.m. to 5:00 p.m.

In the event that no staff member is present, the intern/volunteer should call:

Living Collections Shared Office at (563) 557-9545 ext. 248

If no answer, then call

Mark Beshel or Maia Davidson at (563) 557-9545 ext. 238

OR

Andy Allison at (563) 557-9545 ext. 239

If the shift is during open hours, then the box office employee at the main entrance will also be able to page the LC department.

2. Attendance Policy

All volunteers are expected to report to work on time for their scheduled shifts, as well as maintain satisfactory attendance during their volunteer term. Unscheduled absences will not be accepted. Late arrivals and early departures will be kept to a minimum. All hours and schedules will be scheduled on a case by case basis with each volunteer. Exceptions may be possible, but the department currently requires a minimum of 8 hours volunteer time weekly. Failure to fulfil the minimum

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requirement of hours may result in disciplinary action up to and including termination.

3. Notification Procedure

All schedule changes must be made with as much advanced notice as possible. If you need to request time off you will need to submit time off request forms for every day of need. For schedule changes taking place within 48+ hours of scheduled shift, interns may phone or e-mail the Living Collections Internship/Volunteer Facilitator to notify of the change needed.

Living Collections Facilitator: Audra Roseland

aroseland@rivermuseum.org

Living Collections Back-up Facilitator: Mark Beshel

mbeshel@rivermuseum.org

Living Collections Office: (563) 557-9545 ext 248

For schedule changes taking place within less than 48 hours of scheduled shift, volunteers are expected to phone the Living Collections Volunteer Facilitator to notify of the change needed.

When interns/volunteers will be late reporting for their scheduled shift or absent without prior approval, they must notify the Facilitator or Staff within 30 minutes of the starting time of their scheduled shift. If volunteers are absent and have not contacted the Facilitator at least 30 minutes prior to the starting time of their scheduled shift, it will be recorded as an unscheduled absence and may result in termination from the internship/volunteer program.

Discipline for Tardiness: Volunteers with more than 3 late arrivals, more than 15 minutes, are subject to disciplinary action, up to and including termination.

Discipline for Unscheduled Absences: Volunteers with 2 unscheduled absences may be terminated from the program.

If a volunteer will be leaving campus for their lunch break, they are requested to notify the facilitator/ staff that they will be off-site.

If a volunteer is planning to end their work with the Living Collections department it is requested that a two week notice be given to the volunteer facilitator in order to receive a good reference to other facilities. On the last day of volunteering keycards and t-shirts are required to be turned back in or the volunteer will be billed for those items.

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4. Dress and Grooming Policy:

NMRMA requires all volunteers to present a professional image to the public. Volunteers are required to report to work wearing their volunteer t-shirt. Volunteers will be provided one t-shirt for up to 16 hours a week and two t-shirts for 16 + hours per week. Dress code consists of blue jeans or khaki pants (nothing torn, ripped or faded) and clothing should be of appropriate fit – nothing too tight that might be considered inappropriate or that would be restrictive while working. We recommend comfortable waterproof shoes. You will be working with a variety of substances that may stain or damage your clothing, do not wear your favorite items. The aquarium will provide rubber work boots if necessary, depending on the work you are doing. You are permitted to wear appropriate jewelry, but anything of significant value or importance is discouraged due to the nature of our work.

5. **Health and Safety Policy:** For the safety of our volunteers, there are certain tasks that are off-limits and other tasks that must be properly monitored. Husbandry staff members and volunteers must always consider the safety issues that are potentially involved in any tasks that are given to volunteers, and must avoid all situations that could potentially put a volunteer's safety in harm's way. Failure to follow any of the following guidelines may result in disciplinary action up to and including termination.

Chemicals:

Volunteers are not allowed to handle any potentially dangerous lab chemicals unless monitored by a Living Collections staff member, and in such cases, volunteers must follow all safety guidelines for the chemical and must wear all safety protection while dealing with the chemical. For all other less-dangerous lab chemicals (bleach, STS, sodium bicarbonate, etc.), volunteers must be properly trained by a Living Collections staff member before being able to use such chemicals without being monitored. Volunteers should still always follow all safety guidelines and wear all safety protection needed while dealing with the less-dangerous chemicals.

Human Safety:

Volunteers and Husbandry staff members should always be aware of any potentially dangerous situations while working. Volunteers should always watch where they are walking, watch their heads when standing up, watch their fingers when cutting things, not handle animals unless properly trained by a staff member, etc. Volunteers and Husbandry staff members should always report and fix any potentially dangerous situations right away (example: spills should be mopped up immediately, broken ladders should be reported, hoses/tools left on the floor should be picked up, etc.).

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There are also certain tanks, areas, or animals that may be off-limits or have special work restrictions that must be followed by all interns.

General Safety:

No activity is entirely free of risk or completely safe. The ultimate responsibility for safety lies with each volunteer. The NMRMA needs each volunteer's help in promoting safety and prevention of accidents by observing the following rules:

- Learn the volunteer tasks/protocols and how to be safe in the workplace (see aquarist expectations guide)
- Learn the location of fire alarm boxes, extinguishers, and know your duties while exiting the building in case of a fire (see evacuation procedures)
- Wearing safety equipment is required when performing specific activities
- Identify hazards and address them before anyone could be harmed
- Promptly report all unsafe or potentially hazardous conditions such as the following to a staff member:
 - Wet or slippery floors, equipment left in hallways or walkways, careless handling of equipment, defective equipment or any other potentially unsafe building or environmental issues
- Report any injury or illness immediately to a supervisor on site
- Get help when needed – safety is our main responsibility
- Be aware of the conditions and people around you
- Think before you lift – ask for help if needed

Animal Safety:

Volunteers must always consider the safety of all animals within the NMRMA's collection. When performing exhibitory or system maintenance, the location of all animals and their safety must be considered. Volunteers should also be aware that working around animals puts people at greater risk to certain injuries and diseases. Knowing about those risks will help keep you safe and minimize your exposure to potential problems (Read "Animal-Related Risks to Human Health Protocol")

Behind the Scenes:

The National Mississippi River Museum & Aquarium's Living Collections (LC) Department is responsible for the care of all the animals on campus. A number of behind the scenes, or back of house, areas are maintained in support of the animals, including offices, a water quality lab, a veterinary lab, life support systems, and a variety of animal holding areas and quarantine rooms. Tours of those areas may be offered by appointment as staffing allows.

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No intern or volunteer may lead a tour unless pre-approved by the curator as they may or may not be properly trained in any particular area.

Tour Rules

- 1) Tours must be approved in advance by the Director of Living Collections.
- 2) Photography only by permission.
- 3) No touching or feeding of the animals except as directed by LC staff.
- 4) Prepare for tight spaces, wet floors, and obstructions on the floors, low ceilings, and loud areas.
- 5) Tours should be limited to a maximum of 12 people, with fewer than 10 being preferred.
- 6) Young children must be carried or tightly controlled.
- 7) No food, drinks, or gum.
- 8) Tours must be led by LC staff. Guests, staff, and volunteers should not be in LC areas without a justifiable purpose.
- 9) Anyone not adhering to this policy may be asked to leave the tour.

Photography:

Staff are allowed and encouraged to take and post to social media photos of the organization on their personal devices. That said, DCHS has a few rules for photography by staff to ensure the institution follows laws and places the institution in the best possible light.

- Do not take photos of guests without verbal consent.
 - This includes any portion of a guest's body as well as photographs taken in the general direction of a guest, whether or not the guest will appear in the photo. Keep in mind, while you may have no intention of taking a photo of a guest, a camera pointed in a guest's general direction indicates to the guest that they are in the photo.
 - This includes **all guests on site for any purpose.**
 - In the case of children, consent must be obtained from the child's parent, guardian, or chaperone.

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- Staff may request consent from guests with the following phrase: *"Hello, my name is _____. I am a member of the Museum & Aquarium staff. May I take a photograph of _____ for the purpose of _____?"*
- Do not take photos of traveling exhibits where contracts and signage specifically state no photography.
- There may be times when "behind-the-scenes" photos of collections, living and historic, are not permitted due to the condition of the item, health of an animal, or upcoming marketing announcement. Discussion should be had with the head of the department prior to any "behind-the-scenes" photos being taken or shared through social media.
- Staff are encouraged to bring any unique photographs or photography opportunities to the attention of the marketing department for use by the institution in marketing initiatives.

Phones and Cell Phones:

The Museum recognizes that employees must sometimes place or receive personal phone calls while at work. However, the telephone system is intended primarily to serve the needs of the business, and it is essential that we keep personal use from interfering with that purpose. If you have a personal call to make, you may do so, but please hold the call to a minimum amount of time. Please ask callers to minimize the number of personal calls you receive. Use of personal cell phones for placing calls, text messaging or any other reason is included in this policy and they are not to be used while on duty except when the call is an emergency or for DCHS business reasons.

Student Internship Goals

Last updated: April 26, 2014

By: Abby Urban



Please respond to the following questions regarding your volunteer or internship experience.

The purpose of this form is to provide opportunity to make goals and achieve them while participating in the NMRMA Volunteer or Internship Program.

Department: _____ Semester/Year _____

Name of Intern/Volunteer: _____

Supervisor: _____

1. Have you decided upon a career direction?

If yes, how are you achieving this career direction?

2. What do you hope to gain from this internship or volunteer term?

3. How will this internship or volunteer term help you achieve future goals?

4. Describe 3 goals that you would like to get out of volunteering or interning at the NMRMA

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Print your name: _____ Date: _____

Signature: _____