

## POSITION DESCRIPTION

**POSITION TITLE:** Zoo Instructor

**UPDATED:** March 2009

**SUPERVISOR'S TITLE:** Education Director

**FLSA Status:** Nonexempt

### POSITION PURPOSE

The Zoo Instructor assists the zoo's education department by enthusiastically delivering hands-on, educational programming to audiences of all ages. This position also contributes to positive guest experiences and performs other duties as required.

### POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **ESSENTIAL FUNCTIONS**

- ▶▶ Delivers fun-filled, educational programs to school groups, family groups, and other audiences both at the zoo and off-site.
- ▶▶ Introduces program participants to a variety of small animals.
- ▶▶ Promotes the zoo as a science resource to the education community.
- ▶▶ Represents the zoo in a positive manner by maintaining a positive attitude and delivering exceptional customer service.
- ▶▶ Actively contributes to positive guest experiences.
- ▶▶ Serves as a team player in the Education Department by supporting the department's goals.

### EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience.

- ▶▶ One year's experience teaching or program planning in an informal learning setting is required.
- ▶▶ Bachelor's degree in life science or education is preferred
- ▶▶ Valid driver's license is required.

### KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▶▶ Excellent organization, presentation, and motivational skills.
- ▶▶ Strong interest in zoo education with knowledge of wildlife and natural history.
- ▶▶ Ability to convey accurate scientific information in a meaningful way to children and adults.
- ▶▶ Ability to use a variety of interpretive techniques to convey information and transfer knowledge.
- ▶▶ Ability to write and speak for a public audience—including radio and television.
- ▶▶ Excellent communication skills, both verbal and written, to establish and maintain effective working relationships with staff, volunteers, and the public.
- ▶▶ Excellent ability to think logically in order to troubleshoot, analyze situations, and make sound business decisions.
- ▶▶ Excellent ability to make independent decisions and delegate responsibility and duties.
- ▶▶ Ability to serve in every respect and at all times as a goodwill ambassador for the Fort Wayne Zoological Society and the Fort Wayne Children's Zoo in contacts with zoo visitors and the general public.
- ▶▶ Ability to arrive to work on time and maintain a positive attendance record.
- ▶▶ Ability to work a highly flexible schedule.
- ▶▶ Ability to handle multiple tasks simultaneously.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▶▶ Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- ▶▶ Good speaking and listening skills.
- ▶▶ Strong sensory skills, such as good eyesight, good hearing, and dexterity.
- ▶▶ Ability to perform focused work with close attention to detail.
- ▶▶ Ability to operate office equipment, including computers, copiers, fax machines, and phones.
- ▶▶ Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- ▶▶ Ability to interact with others, both in person and through phone, e-mail, and written correspondence.
- ▶▶ Ability to lift and carry 40 pounds without assistance.
- ▶▶ Ability to handle and restrain a variety small animals in a program setting.
- ▶▶ This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.