

# Fort Wayne Children's Zoo Volunteer Position Description



POSITION TITLE: Zoo Docent Volunteer

SUPERVISOR'S TITLE: Volunteer Coordinator

## POSITION PURPOSE:

Zoo Docent Volunteers enthusiastically provide great service to zoo guests of all ages. Zoo docent volunteers also assist the zoo's education department by skillfully delivering educational programs to audiences of all ages. Volunteers are not paid for their services.

## 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

- Handle and introduce program participants to a variety of small animals
- Deliver fun-filled educational programs to school groups, family groups and other audiences both at the zoo and off-site
- Promote the zoo as a science resource to the education community
- Assist with zoo special events
- Represent the zoo in a positive manner by maintaining a positive attitude and delivering exceptional guest service
- Actively contribute to positive guest experiences
- Serve as a team player at the zoo by supporting the zoo's mission

### EDUCATION AND/OR EXPERIENCE:

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

- Must be 18 years of age or older and be a high school graduate or have equivalent certification
- Must pass a criminal background check
- Must agree to comply with the zoo's appearance guidelines of no visible tattoos or piercings (except ears) and simple uniform requirements
- Must have a valid driver's license or access to reliable transportation
- Must have fulfilled requirements of Basic Volunteer (18 hours of shift service) and Ambassador Volunteer (18 hours of shift service)

### KNOWLEDGE, SKILLS AND ABILITIES:

The requirements listed below are required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 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 think logically in order to troubleshoot, analyze situations and make sound decisions
- 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 guests and the general public
- Strong interest in zoo education with knowledge of wildlife and natural history
- Ability to handle multiple tasks simultaneously
- Ability to work a highly flexible schedule

- Must be reliable and punctual
- Must be capable of working alone with minimal supervision
- Friendly, outgoing personality to interact with guests of all ages
- Ability to verbally communicate clearly and effectively with a variety of audience ages
- Ability to handle monetary transactions
- Excellent organizational, presentation and motivational skills
- Must attend and complete all pertinent orientation/training sessions and testing requirements
- Must be committed to providing excellent guest service and be able to do so in a fast paced environment
- Minimum of 1 year commitment is required, with at least 36 hours of Docent Volunteer shift service

#### PHYSICAL DEMANDS:

The physical demands described must be met to successfully perform the essential functions of this position.

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 day
- 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 work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, hot or muddy conditions.
- Ability to interact with others in a professional manner
- Ability to lift and carry 40 pounds without assistance
- Ability to handle and restrain a variety of small animals in a program setting
- This position may include exposure to hazardous materials, fumes/odors, dirt and dust