

FORT WAYNE CHILDREN'S ZOO VOLUNTEER POSITION DESCRIPTION



POSITION TITLE: Z-TEAM Teen Volunteer & Leadership Program

SUPERVISOR'S TITLE: Volunteer Coordinator

POSITION PURPOSE:

Z-TEAM Teen Volunteers enthusiastically provide great service to zoo guests of all ages. The Z-TEAM Teen Volunteer & Leadership Program is an exciting way for students to develop leadership and teamwork skills while exploring the zoo. 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

- Interact with guests of all ages by leading educational games, sharing animal biofacts, learning photography skills and participating in the role of character mascot
- Assist camp instructors with educational activities, crafts, refreshments and clean-up
- Clean guest areas, animal holding areas, distribute animal food and assist zoo keepers as needed
- 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 13-17 years old by June 1
- Must be in school or equivalent educational training
- Must agree to comply with the zoo's appearance guidelines of no visible tattoos or piercings (except ears) and simple uniform requirements

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.

- Must be reliable and punctual
- Must be capable of working 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
- Must attend and complete all pertinent orientation/training sessions
- 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 a 2 week Monday-Friday summer session (hours vary by assignment)

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 20 pounds without assistance
- This position may include exposure to hazardous materials, fumes/odors, dirt and dust