

POSITION DESCRIPTION



POSITION TITLE: Education Interpreter

UPDATED: May 2017

SUPERVISOR'S TITLE: Education Interpreter Lead

FLSA Status: Nonexempt

POSITION PURPOSE

The Education Interpreters enhance the guest experience at some of the zoo's most popular exhibits by providing exciting information about the animals, insight into their care provided by the zoo keepers, as well as relevant conservation messaging. The Interpreters also perform other duties regarding exhibit maintenance as required. This position also contributes to positive guest experiences and performs other duties as required.

ESSENTIAL FUNCTIONS

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.

- ▶ Actively seeks out interaction with guests of all ages, engaging with them and communicating key messages.
- ▶ Presents clear and engaging interpretive messages to guests of varying ages and varying group sizes.
- ▶ Learns and communicates key messages regarding species information, FAQs, and the zoo's conservation efforts and opportunities for guests to support these efforts.
- ▶ Embodies a positive attitude and welcoming presence to guests with the ability to field questions.
- ▶ Maintains the overall assigned exhibit areas, including requirements to open and close the exhibits and keep the spaces clean and safe.
- ▶ Assists with special zoo events and other educational programs as needed.
- ▶ Supports the Education Department in varying capacities such as prepping and organizing program supplies or research.
- ▶ Communicates with zoo staff using radio systems.
- ▶ Maintains knowledge of zoo facilities, zoo programs, zoo animals, and zoo staff.
- ▶ Represents the zoo in a positive manner by maintaining a positive attitude and delivering exceptional customer service.
- ▶ Serves as a team player in the Education Department by supporting the department's goals.
- ▶ Assists with special projects and helps other zoo employees as needed.
- ▶ Actively contributes to positive guest experiences.

EDUCATION AND/OR EXPERIENCE

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

- ▶ High school diploma or GED is preferred.
- ▶ Experience in a zoo, museum, camp, or family attraction organization is preferred.

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.

- ▶ Energetic, outgoing personality with strong verbal communication and presentation skills.
- ▶ Ability to master key messages and species information on a variety of exhibits.
- ▶ 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.
- ▶ Excellent organization, presentation, and motivational skills.
- ▶ Ability to attend to guests one-on-one as well as speak publically to a large group of guests.
- ▶ Strong interest in zoo education and conservation.
- ▶ Ability to troubleshoot, analyze situations, and make sound business decisions.
- ▶ Ability to make independent decisions and manage time effectively.

- ▶▶ Strong organizational skills.
- ▶▶ Knowledge of correct grammatical usage, punctuation, etc.
- ▶▶ Ability to work a highly flexible schedule; weekend, evening, holiday, and irregular hours will be required.
- ▶▶ Ability to handle confidential information.
- ▶▶ Ability to understand and follow all safety regulations.
- ▶▶ Ability to handle multiple tasks simultaneously.
- ▶▶ Ability to arrive to work on time and maintain a positive attendance record.
- ▶▶ 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 deal tactfully and politely with guest questions and misbehavior.
- ▶▶ Excellent communications skills to establish and maintain effective working relationships with staff, volunteers, partners, and/or the public.

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 professionally and appropriately interact and communicate with visitors.
- ▶▶ Ability to regularly travel to assigned areas several times per day and efficiently enter all assigned areas.
- ▶▶ Ability to properly lift and carry items up to 25 pounds.
- ▶▶ Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- ▶▶ Good speaking and listening skills.
- ▶▶ 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, or muddy conditions.
- ▶▶ This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- ▶▶ This position may include exposure to potentially dangerous animals.