

POSITION DESCRIPTION

POSITION TITLE: Education Weekend Supervisor

CREATED: January 2012

SUPERVISOR'S TITLE: Education Director

FLSA Status: Nonexempt

POSITION PURPOSE

The Education Weekend Supervisor provides support to the education department by overseeing the daily activities of instructors and volunteers on weekends during the zoo season. 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

- ▶▶ Oversees the education department activities and programming on the weekends, ensuring programs run on schedule and adhere to pre-established plans and guidelines.
- ▶▶ Supervises the adult volunteers, teen volunteers, and part-time staff on the weekends, assisting with check in, providing general supervisory support, monitoring activities, and problem-solving as needed.
- ▶▶ Assists zoo guests by phone, e-mail, or in person with general volunteer and program inquiries.
- ▶▶ Serves as primary contact for media and community group activities on weekends.
- ▶▶ Prepares a weekly report of all weekend activities for the Education Director.
- ▶▶ Leads volunteer lunch meetings or workshops as needed.
- ▶▶ Serves as back-up program instructor as needed.
- ▶▶ Provides program logistical support to staff and volunteers.
- ▶▶ Communicates with zoo staff using phone and radio systems.
- ▶▶ Maintains knowledge of zoo facilities, zoo programs, and zoo staff.
- ▶▶ Supervises interns as required.
- ▶▶ Assists with special projects and helps other zoo employees as needed.

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 required.
- ▶▶ Administrative support experience 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 organizational skills.
- ▶▶ Strong knowledge of correct grammatical usage, punctuation, etc.
- ▶▶ Ability to address various audiences at the appropriate level and manner.
- ▶▶ Knowledge of Windows 7, InDesign, Microsoft Word, Excel, Outlook, and database programs.
- ▶▶ Must be responsible, dependable, and able to work with minimal supervision.
- ▶▶ Ability to work a flexible schedule.
- ▶▶ 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.

- » 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 prioritize and delegate responsibilities when necessary; effective time-management skills.
- » 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 of small animals in a program setting.
- » This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.