

## POSITION DESCRIPTION

**POSITION TITLE:** Z-TEAM Teen Volunteer Supervisor

**CREATED:** December 2013

**SUPERVISOR'S TITLE:** Volunteer Manager

**FLSA Status:** Nonexempt

### POSITION PURPOSE

The Z-TEAM Teen Volunteer Supervisor provides support to the education department by overseeing the daily activities of Z-TEAM teen volunteers during the zoo summer season. By providing daily supervision and instruction, fosters growth and leadership among the zoo's Z-TEAM teen volunteers aged 13-17. 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 Z-TEAM teen volunteer activities during their 8 week summer sessions. Ensures this program runs on schedule and adheres to pre-established plans and guidelines.
- ▶ Assists in training and orientation for teen volunteers.
- ▶ Checks-in and dismisses teen volunteers daily.
- ▶ Walks grounds to supervise, observe, and encourage Z-TEAM members as they work at their assigned positions.
- ▶ Helps Z-TEAM members develop leadership skills through daily meetings and program curriculum.
- ▶ Replenishes daily program supplies.
- ▶ Coordinates daily zoo grounds/maintenance needs with zoo staff.
- ▶ Conducts evaluation of teen volunteers.
- ▶ Assists with teen volunteer special events and recognition.
- ▶ Ensures guidelines and policies are being followed.
- ▶ Assists with assessment of program effectiveness at the end of the summer.
- ▶ Works with Volunteer Manager to address and solve any issues that arise and to ensure smooth operation of program.
- ▶ Assists with zoo special events and programs, as needed.
- ▶ Utilizes computer software to maintain volunteer records as needed.
- ▶ Performs a variety of skilled and unskilled tasks as assigned by the Volunteer Manager.
- ▶ Communicates with zoo staff using phone and radio systems.
- ▶ Maintains knowledge of zoo facilities, zoo programs, and zoo staff.
- ▶ 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 required.
- ▶ Teaching or education-related background or area of study is preferred.
- ▶ Experience working with kids ages 13-17 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.
- ▶ Enthusiastic and energetic with a positive attitude.
- ▶ Ability to work with teenagers in an appropriate manner.

- » Ability to encourage and guide teen volunteers.
- » Strong knowledge of correct grammatical usage, punctuation, etc.
- » Ability to address various audiences at the appropriate level and manner.
- » Proficient in Microsoft Office, e-mail, internet, and social media formats. Must be responsible, dependable, and able to complete tasks and assignments with minimal supervision.
- » Strong leadership skills.
- » 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.