

POSITION DESCRIPTION



POSITION TITLE: Zoo Instructor

UPDATED: October 2016

SUPERVISOR'S TITLE: Education Curator

FLSA Status: Nonexempt

PURPOSE

The Zoo Instructor assists the zoo's education department by enthusiastically delivering hands-on, educational programming to audiences of all ages. This position also contributes to positive guest experiences and performs other duties as required.

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.

- ▶▶ Delivers fun-filled, educational programs to school groups, family groups, and other audiences both at the zoo and off-site at various locations in Indiana, Ohio, and Michigan.
- ▶▶ Promotes the zoo as a science and conservation resource to the education community.
- ▶▶ Introduces program participants to a variety of program animals.
- ▶▶ Manages engagement of large groups representing a variety of ages.
- ▶▶ Supports the Education Department in varying capacities such as prepping and organizing program supplies, revisions to curriculum and teacher resources, or research.
- ▶▶ 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 required.
- ▶▶ Two to three years of experience teaching or program planning in an informal learning setting is required.
- ▶▶ Valid driver's license is required.
- ▶▶ Bachelor's degree in education or life science is preferred.
- ▶▶ Previous experience in a zoo setting 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.

- ▶▶ 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 safely handle small animals in a program setting, following set usage guidelines and protocols.
- ▶▶ Excellent presentation and motivational skills.
- ▶▶ Strong interest in zoo education and conservation, with knowledge of wildlife and natural history.
- ▶▶ Ability to write and speak for a public audience—including radio and television.
- ▶▶ Ability to pack and carefully load program animals, supplies, and materials.
- ▶▶ Ability to professionally and effectively communicate with others through written correspondence.
- ▶▶ Ability to troubleshoot, analyze situations, and make sound business decisions.
- ▶▶ Ability to make independent decisions and manage time effectively.
- ▶▶ Knowledge of Microsoft Office software.
- ▶▶ 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. Availability of two to five days per week, depending on the season, is 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 communication 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 operate office equipment, including computers, copiers, fax machines, and phones.
- » Ability to professionally and appropriately interact and communicate with others, both in person and through phone, email, and written correspondence.
- » Ability to handle and restrain a variety of small animals in a program setting.
- » Ability to drive long distances without assistance.
- » 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.