

POSITION DESCRIPTION



POSITION TITLE: Program Counselor

UPDATED: February 2018

SUPERVISOR'S TITLE: Corresponding Program Leader

FLSA Status: Nonexempt

PURPOSE

The Program Counselor is a temporary position that assists the zoo's education department by enthusiastically delivering hands-on, educational programming on-site during the zoo season. 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 on-site fun-filled, educational programs to campers, families, teens, or groups during the zoo season, through programs such as Kids for Nature Summer Camp, Teens for Nature Volunteer Program, and Wild Nights.
- ▶▶ Promotes science and conservation to participants through hands-on program curriculum.
- ▶▶ Introduces program participants to a variety of program animals.
- ▶▶ Manages engagement of program participants.
- ▶▶ Supports the Education Department in varying capacities such as prepping and organizing program supplies.
- ▶▶ 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.
- ▶▶ Experience or coursework in teaching or program planning 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, teens, 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 troubleshoot, analyze situations, and make sound business decisions.
- ▶▶ Ability to make independent decisions and manage time effectively.
- ▶▶ Strong organizational skills.
- ▶▶ 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 in person.
- » Ability to handle and restrain a variety of small animals in a program setting.
- » 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.