



## **VOLUNTEER: ZOO GUIDE**

### **POSITION DESCRIPTION**

Utah's Hogle Zoo's Volunteer Zoo Guide Program is designed to give an individual the opportunity to learn about the animal world, its ecology and conservation, make new friends, develop new skills and contribute to the quality of life in our community. Our Guide program offers a hands-on opportunity to work with youth and the general public in conservation and environmental education in a zoological setting.

### **REPORTS TO**

Guest Engagement Supervisor

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The Zoo Guide role includes but is not limited to the following:

- Delivering informal education programs to visitors of all ages
- Interpreting exhibits and biofacts
- Working with school groups, camps and classes
- Assisting with special events
- Working with animal behavior and enrichment programs

### **QUALIFICATIONS**

Guides must be genuinely interested in and care about people, animals, nature, and conservation. They must be friendly, enthusiastic and outgoing. Guides must be committed to providing our guests the highest standards of customer service and be dependable and able to make the minimum time commitment. Because of the nature of working close to a variety of animals volunteers need to demonstrate maturity, self-motivation, and an ability to follow direction.

### **REQUIREMENTS**

- Must be at least 14 years of age.
- Must provide authorization of background check.
- There is an annual volunteer fee of \$20 (Note: financial assistance is available.)
- Submit a negative TB test followed by an annual TB Screening.

## **SCHEDULE AND TIME COMMITMENT**

Guide shifts are flexible with many opportunities to volunteer. Hours of volunteer service coincide with current zoo hours with some after-hours special events.

- There is a minimum requirement of 50 hours per year to remain an active volunteer.
- Guides must attend 3 days of zoo training prior to volunteering.
- Guides must attend any additional mandatory trainings.
- This commitment must be maintained for a minimum of 1 year.

## **PHYSICAL DEMAND AND SPECIAL WORKING CONDITIONS**

This position requires long periods of standing and walking. This position requires exposure to the elements such as heat, cold, rain, and snow.

## **COMPENSATION**

All volunteers at Utah's Hogle Zoo are considered non-paid employees. Benefits include discounts on food and gifts and volunteer recognition events and parties.

## **THE VOLUNTEER DEPARTMENT WILL:**

*volunteeroffice@hoglezoo.org*

- Maintain records for active volunteers.
- Ensure adequate training and supervision is provided.
- Issue volunteers a uniform and name tag.
- Provide ongoing support and assistance with volunteer/staff relationships.
- Administer volunteer benefits.
- Provide a written reference which will include hours of service, tenure, and job description when requested.

## **TO APPLY**

Please submit a [Zoo Guide Application](#).

**Utah's Hogle Zoo is committed to providing a diverse and inclusive volunteer program representative of a variety of backgrounds, age groups, perspectives, experiences, abilities, and strengths.**