



## **VOLUNTEER: ZOO CORPS**

### **POSITION DESCRIPTION**

Utah's Hogle Zoo provides volunteers ages 14-17 with an opportunity to increase and share their knowledge of animals, conservation, and the environment while gaining valuable volunteer experience in a zoo setting. The UHZ Zoo Corps program is designed to give an individual the opportunity to learn about the animal world, conservation, and zoo careers while making new friends, developing new personal and job skills, and contributing to the quality of life in our community. Zoo Corps volunteers are communicators who share animal and habitat information with Zoo visitors. They play an integral role in communicating the conservation and education goals of UHZ.

**REPORTS TO:** Education Department

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Zoo Corps activities include but are not limited to the following:

- Work within the Education Department at Utah's Hogle Zoo.
- Educate Zoo guests on a variety of animals, their conservation, and environmental issues.
- Guide interactive stations that connect guests to conservation and motivate them to take action.
- Work with staff to produce and perform educational demonstrations for Zoo guests.
- Assisting in running the Giraffe Feed Program, setting up, taking down, and helping guests.
- Assisting staff at the Dog and Bug Shows.
- Provide superior service for all Zoo guests.
- Ensure that everyone is following safety protocols.
- Interact with Zoo guests of all ages in a fun and educational setting.
- Engage in lessons about different aspects of zoo jobs/careers.

### **ADDITIONAL ROLES**

Zoo Corps members who display outstanding performance can apply to the following positions during their second year of service. *These positions may have additional requirements, such as interviews.*

### Counselor in Training (C.I.T.)

Counselors in Training will assist with our summer camp program. Volunteers in this role must be a current Zoo Corps member and be able to commit to volunteering for a full week at a time (M-F) for each assigned camp.

Volunteers in this position can add a CIT week to their regular schedule and may complete multiple weeks of summer camp. Zoo Corps Lead assigns summer camps. *Limit of 1 CIT per week of summer camp.*

### Zoo Corps Mentor

Zoo Corps Mentors will assist other Zoo Corps members who are learning activities and developing interpretation skills. Mentors will complete other tasks as needed by staff. Zoo Corps Mentors must complete at least one year of Zoo Corps service or complete all interpretation training levels and complete an interview.

## GOALS

- Support the daily operations of the Zoo, including assisting with Giraffe Feeds, the Dog Show, the Bug Show, and the Zoo's educational mission.
- Develop essential job skills such as communication, guest service, personal confidence, and a deeper understanding of the Zoo's operations and career opportunities.
- Expand understanding of the natural world, including species, habitats, ecosystems, and conservation challenges that animals face and how humans can help protect them.

## QUALIFICATIONS

We are looking for responsible, dedicated, enthusiastic youth to join our volunteer team! Zoo Corps volunteers must genuinely appreciate the natural world and want to educate and engage Zoo guests of all ages. Zoo Corps participants must learn quickly and be approachable and comfortable initiating conversations with guests. The volunteer must be committed to providing our guests with the highest standard of customer service and be dependable and able to make the minimum commitment of hours. Because of the nature of working close to various animals, Zoo Corps volunteers must demonstrate maturity, self-motivation, and an ability to follow directions.

## REQUIREMENTS

- Must be at least 14-17 years of age.
- Must provide proof of a recent negative TB test (required annually).

## SCHEDULE AND TIME COMMITMENT

Membership in the Zoo Corps program requires a significant time commitment, not just through the summer months.

- The volunteer and a parent/guardian must review all Zoo Corps application information and online forms.
- Once accepted into the program, volunteers must be available to attend a Volunteer Orientation and two Saturday trainings.
- Zoo Corps volunteers are expected to serve a minimum of one consistent shift a week during the summer season and are encouraged to volunteer throughout the year.
- Through the 10-week summer season, volunteers are expected to attend at least eight weeks and to communicate in advance the days they will be absent.

## **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:**

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

## **TO APPLY**

Zoo Corps applications are accepted throughout the year with annual interviews generally held in February or March

Please submit an application at <https://www.volgistics.com/appform/124745691>

Zoo Corps applicants must submit two letters of recommendation with their application or submit at [volunteeroffice@hoglezoo.org](mailto:volunteeroffice@hoglezoo.org).

**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.**