



Utah's HOGLE ZOO

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 U.H.Z. 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 professional 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 U.H.Z. Interpretive volunteers play an essential role in advancing the Zoo's mission of creating champions for wildlife.

REPORTS TO:

Career & Technical Education Program Manager in the Education Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- **Guest Engagement:** Zoo Corps interact with visitors throughout Zoo grounds, providing a friendly and welcoming presence, offering directions, and helping guests plan their day. Zoo Corps members provide superior service for all Zoo guests.
- **Education and Interpretation:** Zoo Corps guide interpretive stations, educational carts, or interpret in exhibit areas to teach guests about animals. This can include sharing their natural history and species-specific information. To do this, volunteers use storytelling techniques, biological artifacts, and engaging activities.
- **Conservation Messaging:** Zoo Corps share the Zoo's mission and highlight conservation efforts to inspire guests to become Champions for Wildlife, as visitors reflect on their own role in protecting wild animals and habitats.
- **Program Support:** Zoo Corps assist Education staff with educational programming including camps and classes, theater programming, giraffe feeds, as well as special events.

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

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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.

ZOO CORPS GOALS

- Support the daily operations of the Zoo, including assisting with Giraffe Feeds, theatrical programming, interpretive programming, 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.

ORGANIZATION AND DEPARTMENT GOALS

Zoo Corps play an essential role in advancing the Zoo's mission and vision by contributing to the Education Department's interpretive strategic plan. They do this by:

- Inspiring guests to become champions for wildlife.
- Valuing collaborative teamwork as "One Zoo."
- Fostering a welcoming and professional environment to promote a "Zoo for All."
- Creating connections between people and animals that develop empathy.
- Providing programming that removes barriers as well as engages and motivates participants to become wildlife champions.
- Enhancing environmental, science, and conservation literacy in guests.
- Supporting Education Department mission outcomes including changes in guest understanding, affect, and behavior.

REQUIREMENTS

- Must be at least 14 years of age
- Must commit to volunteering a minimum of one day a week during the summer season (June-August)
- Must provide (2) letters of recommendation
- Submit a negative TB test followed by an annual TB Screening

SCHEDULE AND TIME COMMITMENT

Membership in the Zoo Corps program requires a significant time commitment during the summer months, with year-round participation not required, but encouraged.

- 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 (3) Saturday trainings.
 - Spring trainings happen the last (3) Saturdays of May.
 - Fall trainings happen the last Saturday of September and the first Saturday of October.

- Fall onboarding volunteers will need to attend additional training in the spring if they wish to participate in summer specific activities (giraffe feeds, Monarch Butterfly conservation, etc.)
- During the summer (June - August), Zoo Corps members participate in the Career Experience Program, which consists of (12) weeks.
 - Through the (12) week summer season, volunteers are expected to serve at least one day a week and are required to attend a minimum of (9) weeks.
 - Zoo Corps members should communicate in advance any days they will be absent. Additional shifts may be taken on to make-up for missed shifts.
- **Please Note: The Zoo Corps program provides many opportunities to volunteer throughout the year if the volunteer wishes to remain active beyond the summer season.**

PHYSICAL DEMAND AND SPECIAL WORKING CONDITIONS

This position requires long periods of standing and walking in addition to 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.
- Issue volunteers a uniform and nametag.
- 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

Zoo Corps applications are accepted throughout the year with annual interviews generally held in April and September.

Please submit a [Zoo Corps Application](#)

Zoo Corps applicants must submit (2) letters of recommendation with their application or submit at volunteeroffice@hoglezoo.org.

Utah's Hogle Zoo is committed to creating a volunteer program that represents our community and includes individuals from various backgrounds, age groups, perspectives, experiences, abilities, and strengths.