



Utah's HOGLE ZOO

VOLUNTEER: ZOO ENVOY

POSITION DESCRIPTION

Zoo Envoys—our volunteer ambassadors—are the welcoming face of the zoo, helping guests navigate the grounds, discover exhibits, and enjoy an unforgettable experience. This role is ideal for enthusiastic individuals who love animals, enjoy interacting with people, and want to inspire conservation through education and hospitality.

GOAL:

To enhance the guest experience by providing a welcoming atmosphere, helping guests navigate the grounds, informing them about upcoming activities and events, and offering opportunities to participate in our mission.

REPORTS TO:

Guest Services Manager

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Greeting and welcoming guests upon arrival
- Providing directions to exhibits, amenities, and attractions
- Answering questions about animals, memberships, activity times, and the zoo's mission
- Distributing maps, schedules, event flyers, and other informational materials
- Assisting with crowd control in high-traffic areas
- Enhancing the visitor experience through educational engagement and conservation messaging
- Supporting special events with event set up, break down, guest assistance, and other event logistics
- Manning Survey and Membership Tables on grounds
- Attending tabling events offsite to share information about the zoo

QUALIFICATIONS

Zoo Envoy volunteers must be genuinely interested in and care about people, animals, nature, and conservation. They must be friendly, enthusiastic, and outgoing. Volunteers should be

2600 SUNNYSIDE AVENUE, SLC, UT 84108
801-584-1700

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committed to providing guests with the highest standards of customer service and be dependable and punctual. The ability to work independently and follow direction is essential.

- Excellent verbal communication and active listening skills.
- Friendly, approachable, and comfortable engaging with guests of all ages.
- Passion for wildlife, nature, and conservation.
- Dependable and punctual with a consistent schedule.
- Ability to work independently and remain calm under pressure.
- Familiarity with the zoo's layout and operations (training provided).

REQUIREMENTS

- Must be at least 14 years of age.
- Must provide authorization for a background check if 18 years of age or older.
- Must provide 2 letters of recommendation if 14-17 years of age.
- Submit a negative TB test followed by an annual TB screening.
- Must attend orientation prior to volunteering.
- Must attend any additional mandatory trainings.

SCHEDULE AND TIME COMMITMENT

Zoo Envoy shifts coincide with regular zoo hours and special events.

- There is a minimum requirement of 60 hours per year to remain an active volunteer. **40 of those hours must be served between Memorial Day and Labor Day which coincide with the Zoo's busiest season.**
- The remaining 20 hours can be served throughout the rest of the year.
- Most shifts are ~3 hours in length.
- This commitment must be maintained for a minimum of 1 year.

PHYSICAL DEMAND AND SPECIAL WORKING CONDITIONS

This position requires long periods of standing, walking, or sitting. Volunteers will be exposed to outdoor elements such as heat, cold, rain, and snow. Depending on assignment, volunteers could be asked to lift and carry up to 25 lbs.

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

Submit a [Zoo Envoy Application](#)

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.

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