



Zoo Ambassador Job Description

Supervisor

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Purpose

Ambassadors assist Friends of the Zoo's Event and Guest Services Departments in several capacities. Zoo Ambassadors are enthusiastic and people-oriented volunteers who supplement zoo staff and interact with the public during special events and throughout the summer season. When the zoo hosts an event, it is almost entirely staffed by volunteers. During events, Zoo Ambassadors assist the admission gate, sell or serve concessions and staff activity areas. Throughout the main season, Ambassadors also assist zoo staff by monitoring public to animal contact stations, selling tickets at the train station, selling Friends of the Zoo memberships, interacting with the guests, monitoring the gift shop, and crowd control on busy days.

The Zoo Ambassador program is open to anyone 18 and older (for some events, volunteers must be 21 years old). Most events are on Saturdays, with a few on weekday evenings or Sundays. **No experience is necessary, however; you must be available for the required training.**

2019 Ambassador Orientation and Training Sessions

New volunteers must attend a mixer meeting/training AND the orientation/walking tour.

Please see the zoo event calendar <https://dickersonparkzoo.org/Zoo/events/> in February to attend an open house meeting and learn more about the dates and times of these opportunities.

Objectives

- Facilitate a positive connection between the zoo and the community.
- Interact with zoo guests and enhance their experience.
- Represent the zoo in a positive and professional manner by being courteous, knowledgeable and well-groomed during zoo activities.

Qualifications and Requirements

- Ambassadors must be at least 18 years old.
- Yearly background checks are required.
- New volunteers must pay a \$25 fee, due at first training session. This fee covers one uniform shirt, the initial background check fee, training materials and ID badge. (The background check fee will be waived the following year upon meeting the 30-hour volunteer time requirement.)
- All volunteers must be willing and able to work both indoors and outdoors.

- All volunteers must be willing and able to work with and interact positively with children of varying ages and adults.
- Accepted applicants must attend and successfully complete the Ambassador Orientation and Training.
- Accepted applicants must successfully complete the required training course(s) and a written test.
- Upon successful completion of the training course, a minimum commitment of one year or service is expected. Required service hours vary and are depicted in the volunteer position descriptions (Minimum 36 hours per year for Zoo Ambassadors).

Additional training will vary with the position, and some Ambassador positions are limited in availability. Volunteering as an Ambassador involves walking throughout the zoo grounds, standing for long periods of time, working indoors and outdoors, and other physical tasks appropriate to the event or activity.

Uniform

Volunteers must adhere to the dress code as stated in the Volunteer Manual. The initial \$25 fee covers the cost of one uniform shirt. You may purchase additional shirts if necessary.

Applications

All prospective volunteers must complete a Friends of the Zoo volunteer application <https://dickersonparkzoo.org/Zoo/volunteer-at-the-zoo/>. Incomplete applications will not be considered. The information you supply on this application will be used to distinguish you from other applicants and assess your qualifications for available volunteer positions. Completing an application does not secure a volunteer position or guarantee an interview.

Volunteer applications are reviewed once a year. The volunteer application deadline for this year is **March 1, 2019**.

I have read the volunteer position description, and I have considered all requirements. I am willing and able to fulfill the requirements of the application and training process and the service requirements of a zoo volunteer.

Printed name

Signature

Date