

Job Title: Zoo Ambassador

Job Summary: Zoo Ambassadors are front line personnel. Ambassadors will greet and welcome guests to the Zoo, assist with school group check-in, answer questions about exhibits and current daily events and assist guests with their needs. Ambassadors are stationed in Global Plaza.

Essential Job Functions: Ambassadors will assist Visitor Services Staff with daily operations of the front gate including taking tickets, handing out maps and program info, assisting with special events and providing general Zoo information.

Typical Physical Demands: Volunteers must be able to stand or sit at an assigned station for up to 4 hours; able to tolerate reasonable heat and cold; able to hold and demonstrate various biofacts.

Needed Characteristics, Skills and Experience: Must be knowledgeable about the zoo, its amenities, resources and programs, comfortable with public speaking and with mixed audiences. Must enjoy speaking with the public.

Benefits Provided: Discounts on programs, gift shop items and food in the Canopy Restaurant. Invitations to social events, access to list serve and newsletters. Zoo admission tickets for completion of yearly obligation. Admission into the Zoo after a shift.

Length of Commitment: 1 year – annual recommitment required. 50 hours of time spent on station plus meetings.

Evaluation: At least one evaluation will be done each year. Successful evaluation required to remain in the program.

Schedule of Shift/Hours Needed: Monday through Saturday, 10 AM to 2 PM (may be broken into 10AM to noon, noon to 2 PM). Sundays not available. March through October.

Training/Continuing Education: General orientation of the Zoo, completion of Certified Interpretive Host training (15-20 hours to be held in winter/spring 2008). Attendance required at 3 of 4 quarterly meeting – quarterly continuing education optional but encouraged.

Comments: * Must be at least 18 years of age. \$20 program fee. *Optional: National Association for Interpretation membership and certification cost \$133 – the Zoo will reimburse 50% of this cost after completion of certification and probation.*

Job Title: Education Interpreter

Job Summary: Interpreters will assist or lead programs for the general zoo population as well as paid programs in the Education Center or outreach.

Essential Job Functions: Use interpretive teaching techniques to create and implement formal and informal education experiences for paid and unpaid audiences. Interpreters will conduct a minimum of 12 educational experiences per year.

Typical Physical Demands: Must be able to lift and carry all program supplies and outreach animals (approx. 20 – 30 pounds); must be able to stand or sit for up to 4 hours; must be able to tolerate reasonable heat or cold.

Needed Characteristics, Skills and Experience: Comfortable with public speaking and animal handling. Dependable, energetic, outgoing, flexible. Comfortable driving Zoo vehicles and transporting outreach animals for programs off Zoo grounds.

Benefits Provided: 40% discount on all education programs – unless food is provided. Discounts in the Canopy Restaurant and gift shop. Social events, newsletter and list serve access, zoo admission tickets or Family membership upon completion of yearly obligation.

Length of Commitment: One year with annual recommitment/re-certification.

Evaluation: At least one evaluation will be done each year. Successful evaluation required to remain in the program.

Schedule of Shifts/Hours Needed: Generally, Monday through Saturday 10 AM to 2 PM, possibly some evenings. Sundays not available. Programs run February through November, unless otherwise specified. Must complete 50 hours of interpretive programming/program prep a year plus meetings and training.

Training/Continuing Education: General orientation of the Zoo, completion of Certified Interpretive Guide training (32-40 hours to be held in spring 2008), attend 3 of 4 quarterly meetings and quarterly continuing education.

Comments: * Must be at least 18 years of age. Must have a valid TB test before working with outreach animals. Must have a valid OK driver's license for outreach programs. \$20 program fee. *Optional: National Association for Interpretation membership and certification cost \$133 – the Zoo will reimburse 50% of this cost after completion of certification and probation.*