

POSITION DESCRIPTION



POSITION TITLE: Conservation Educator

UPDATED: September 2022

SUPERVISOR'S TITLE: Education Manager

FLSA Status: Nonexempt

PURPOSE

The Conservation Educator assists the zoo's education department by enthusiastically delivering hands-on educational programming to audiences of all ages during the school year and zoo season. This position provides direct supervision of employees and coordination of daily operations for a zoo season education program and ensures all education objectives are met, and also assists the Education Managers in special programming. This position also contributes to positive guest experiences and performs other duties as required.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

- ▶▶ Delivers engaging, educational programs to school groups, family groups, zoo staff, volunteers, and other audiences both at the zoo and off-site at various locations in Indiana, Ohio, and Michigan.
- ▶▶ Promotes mission-based storytelling and conservation education to school groups, family groups, zoo staff, and volunteers at the zoo and off-site programs.
- ▶▶ Introduces program audiences to a variety of program animals in a safe and respectful manner.
- ▶▶ Regularly trains and keeps accurate behavior records in order to maintain wellbeing standards of program animals.
- ▶▶ Assists the Education Managers by implementing new educational techniques to ensure all program curriculum align with the zoo's educational objectives and mission.
- ▶▶ Promotes the zoo as a science and conservation leader to the education community.
- ▶▶ Serves as a team player in the Education Department by supporting the department's goals.
- ▶▶ Represents the zoo in a positive manner by maintaining a positive attitude and delivering exceptional guest service.
- ▶▶ Maintains records of program outcomes.
- ▶▶ Supports the zoo's commitment to continued growth of diversity, equity, access, inclusion, and belonging for zoo team members, volunteers, guests, and supporters.
- ▶▶ Assists with special projects and helps other zoo employees as needed.
- ▶▶ Actively contributes to positive guest experiences.

SUPERVISORY FUNCTIONS

- ▶▶ Supervises, coaches, and trains education staff and volunteers assigned to specific zoo season programs; ensures that education staff are performing duties according to zoo procedures and policies.
- ▶▶ Assists in program schedules and coordinates cross departmental activities.
- ▶▶ Assists in determining program seasonal staffing needs.
- ▶▶ Assists in training seasonal program staff; prepares and administers regular evaluations; conducts disciplinary and termination conferences with Education Manager as needed.

EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience.

- ▶▶ High school diploma or GED is required.
- ▶▶ Two to three years of experience teaching or program planning in an informal learning setting is required.
- ▶▶ Valid driver's license is required.

- ▶▶ Bachelor's degree in education, biology, life science, or related field is preferred.
- ▶▶ Previous experience in a zoo and/or aquarium setting is preferred.
- ▶▶ Certified Interpreter Guide (CIG) is preferred; certified through the National Association of Interpretation or another equitable organization.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▶▶ Ability to convey accurate scientific information in a meaningful way to children and adults.
- ▶▶ Ability to use a variety of interpretive techniques to convey information and transfer knowledge.
- ▶▶ Ability to motivate and persuade audiences to take conservation actions in their own backyard.
- ▶▶ Ability to safely handle, transport, and train small animals in a program setting, following set usage guidelines and protocols.
- ▶▶ Excellent presentation and motivational skills for a variety of audiences.
- ▶▶ Strong interest in zoo education and conservation with knowledge of wildlife and natural history.
- ▶▶ Ability to professionally and effectively communicate with others through written correspondence.
- ▶▶ Ability to troubleshoot, analyze situations, and make sound business decisions.
- ▶▶ Ability to make independent decisions and manage time effectively.
- ▶▶ Knowledge of Microsoft Office software and virtual platforms.
- ▶▶ Strong organizational skills.
- ▶▶ Ability to communicate with others professionally and effectively through written and verbal correspondence.
- ▶▶ Ability to work 40 hours (full time positions) and 29 hours (part time positions) each week is required. Depending on the season, ability to work a highly flexible schedule; weekend, evening, holiday, and irregular hours will be required.
- ▶▶ Ability to handle confidential information.
- ▶▶ Ability to understand and follow all safety regulations.
- ▶▶ Ability to handle multiple tasks simultaneously.
- ▶▶ Ability to arrive to work on time and maintain a positive attendance record.
- ▶▶ Ability to serve in every respect and at all times as a goodwill ambassador for the Fort Wayne Children's Zoological Society and the Fort Wayne Children's Zoo in contacts with zoo visitors and the general public.
- ▶▶ Ability to deal tactfully and politely with guest questions and misbehavior.
- ▶▶ Excellent communication skills to establish and maintain effective working relationships with staff, volunteers, partners, and/or the public.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▶▶ Ability to operate office equipment, including computers, copiers, fax machines, and phones.
- ▶▶ Ability to professionally and appropriately interact and communicate with others, both in person and through phone, email, and written correspondence.
- ▶▶ Ability to safely handle, transport, and train small animals in a program setting, following set usage guidelines and protocols.
- ▶▶ Ability to drive long distances without assistance.
- ▶▶ Ability to properly lift and carry items up to 25 pounds.
- ▶▶ Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- ▶▶ Good speaking and listening skills.
- ▶▶ Ability to perform focused work with close attention to detail.
- ▶▶ Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- ▶▶ This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- ▶▶ This position may include exposure to potentially dangerous or venomous animals.
- ▶▶ This position may include exposure to zoonotic diseases.
- ▶▶ This position may include exposure to noxious native plants.

- ▶▶ This position may include exposure to native biting insects and arthropods.