

EDUCATION INTERPRETER FORT WAYNE ZOO



JOB DESCRIPTION

Revised: 2/25 | Reviewed: 2/25

Position Title: *Education Interpreter*

Supervisor Title: *Education Manager*

FMLA Status: *Nonexempt*

PURPOSE

The Education Interpreter enhances the guest experience at some of the Zoo's most popular habitats by providing engaging information about the animals, insight into their care, and relevant conservation messaging. The Education Interpreter also performs other duties regarding exhibit maintenance as required. This position also strives to embody the Zoo's values at all times, 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

- Actively seeks out interactions with guests of all ages, engaging with them and communicating key messages.
- Presents clear and engaging interpretive messages to guests of varying ages and varying group sizes.
- Learns and communicates key messages regarding species information, FAQs, and conservation efforts as well as opportunities for guests to support these conservation efforts.
- Embodies a positive attitude and welcoming presence to guests with the ability to field questions.
- Maintains the overall assigned habitat areas, including requirements to open and close the areas and keep the spaces clean and safe.
- Assists with special events and other educational programs as needed.
- Communicates with staff using radio systems.
- Maintains knowledge of Zoo facilities, programs, animals, and team members.
- Represents the Zoo in a positive manner by maintaining a positive attitude and delivering exceptional guest service.
- Serves as a team player in the Education Department by supporting the department's goals.
- 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 team members as needed.
- Actively contributes to positive guest experiences.

EDUCATION AND EXPERIENCE

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

- High school diploma or GED is preferred.
- Experience in a hospitality, cultural attraction, or educational setting is preferred.

This description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

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 accurately convey scientific information in a meaningful way to children and adults using a variety of interpretive techniques.
- Ability to master key messages and species information on a variety of exhibits.
- Ability to attend to guests one-on-one as well as speak publicly to a large group of guests.
- Strong verbal communication and presentation skills.
- Strong interest in education and conservation.
- Ability to work a highly flexible schedule as required to successfully perform the requirements and functions of the position, including required weekend, evening, holiday, and irregular hours.
- Ability to handle confidential information.
- Ability to understand and follow all safety regulations.
- Ability to track and manage multiple tasks and priorities.
- Ability to arrive at work when scheduled and maintain a positive attendance record.
- Ability to serve as a goodwill ambassador, in every respect and at all times, for the Fort Wayne Zoological Society and the Fort Wayne Zoo in contacts with guests, partners, and the community.
- Ability to deal tactfully and politely with guest questions and misbehavior.
- Excellent communication skills to establish and maintain effective working relationships with team members, volunteers, partners, and the community.

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 stand for extended periods of time in various weather conditions with or without accommodations.
- Ability to professionally and appropriately interact and communicate with others in person.
- Ability to regularly travel assigned areas several times per day and efficiently enter all assigned areas.
- 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.
- 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.

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