

DIRECTOR OF CONSERVATION EDUCATION FORT WAYNE ZOO



JOB DESCRIPTION

Revised: 2/25 | Reviewed: 2/25

Position Title: *Director of Conservation Education*
FMLA Status: *Exempt*

Supervisor Title: *Vice President of Animal Care and Conservation*

PURPOSE

The Director of Conservation Education oversees the development, implementation, and evaluation of the Zoo's educational programs and ensures educational initiatives align with the Zoo's mission, values, and goals while fostering a dynamic learning environment for on and off-site audience members. The Director of Conservation Education leads a team dedicated to creating innovative educational experiences and programs that engage diverse audiences, contributing to the Zoo's mission and guest experience. This position also serves as a member of the Senior Leadership Team and 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

- Develops, organizes, and leads a team to accomplish the education goals of the organization.
- Provides vision, energy, and direction to develop innovative and effective conservation education programs.
- Ensures that department programs and practices align with and achieve standards established by the AZA and other applicable regulations.
- Directs evaluation of existing conservation education programs, oversees development of educational goals and strategies, and reviews all related materials prepared for public use.
- Mentors and leads the conservation education team to ensure the delivery of high-quality educational experiences.
- Supports the Volunteer Manager to ensure that volunteers play a key role in the Zoo's conservation education mission.
- Develops and manages the department budget, staff, and ensures all resources are allocated effectively.
- Collaborates with the Directors of Marketing and Capital Projects on education signage when habitats are built or reimagined. Includes planning and distribution of education materials used in programming.
- Collaborates with the Grants Coordinator and philanthropy team during conservation education grant research, application, management, and reporting.
- Advises the Vice President of Animal Care and Conservation Education regarding conservation education policies and practices.
- Prepares various reports, records, and correspondence necessary for the effective operation of the conservation education department.
- Works closely with senior leadership and other departments to align conservation education programs with the Zoo's strategic initiatives.

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.

- Collaborates with external partners to bring new and innovative educational experiences to the Zoo.
- Ensures that educational programs contribute to positive and engaging guest experiences.
- Works a flexible schedule to support special events and after-hours programming as needed.
- Assists with Team Member Orientations, serving as a guide or subject matter expert as appropriate.
- Participates in Senior Leadership Team meetings and discussions in order to advance the Zoo's mission and plan for the future of the organization.
- Supports the Zoo's commitment to continued growth of diversity, equity, access, inclusion, and belonging for team members, volunteers, guests, and supporters. Embraces these fundamentals in leadership practices.
- Assists with special projects and helps other team members as needed.
- Actively contributes to positive guest experiences.

Supervisory Responsibilities

- Participates regularly in the Director on Duty program (DOD), including evening and weekend shifts as required.
- In partnership with People Services, assists in determining staffing needs; interviews, hires, and orients department team members; prepares and administers regular evaluations; conducts coaching, disciplinary, and termination conferences.
- Provides support and supervision to team members.

EDUCATION AND EXPERIENCE

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

- Bachelor's degree in education, biology, business, or related field is required.
- Five years of education experience is required.
- Three years of supervisory experience is required.
- Valid driver's license is required.
- Experience with educational facilities, cultural attractions, or zoological organizations is preferred.

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.

- Knowledge of general educational principles and practices.
- Knowledge of systematic evaluation and analysis of educational programs.
- Knowledge of environmental, conservation, and zoological affairs.
- Ability to comprehend scientific information and produce compelling materials for a variety of audiences.
- Ability to write and tailor messages for a variety of audiences.
- Strong storytelling and public speaking skills.
- 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.
- Strong organizational skills.
- Knowledge of general office procedures and practices.
- Knowledge of correct grammar and sentence structure.
- Ability to create and manage budgets.
- Strong project management skills.

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- Ability to effectively and proactively train and supervise team members.
- Ability to make independent decisions and delegate responsibility and duties.
- Knowledge of management practices to effectively direct and lead team members.
- Ability to build a positive and respectful culture of teamwork, collaboration, and accountability.
- 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 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 read reports, receipts, and other statements.
- Ability to handle and restrain a variety of small animals in a program setting.
- 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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