

CONSERVATION EDUCATION SUPERVISOR FORT WAYNE ZOO



JOB DESCRIPTION

Created: 3/25 | Reviewed: 3/25

Position Title: *Conservation Education Supervisor* **Supervisor Title:** *Conservation Education Manager* **FMLA Status:** *Nonexempt*

PURPOSE

The Conservation Education Supervisor plans and oversees ongrounds education program operations, scheduling, training, and team member support to enhance guest experience at some of the Zoo's most popular exhibits through providing exciting information about the animals, insight into their care, and conservation connections. 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

- Supervises ongrounds program team members, ensuring a high level of performance, accurate information, and positive guest experiences.
- Creates schedules for ongrounds programs and ensures all required programs and education areas are staffed and guest-ready.
- Develops and updates training materials and effectively delivers training to team members.
- Collaborates across all departments, communicating clearly with operations and animal care staff as necessary.
- Trains, shares oversight, and maintains a high level of communication and collaboration with ongrounds education program leads.
- Collaborates with the Conservation Education Manager to develop key ongrounds program messages.
- Learns and communicates key messages regarding species information, FAQs, and the Zoo's conservation efforts and opportunities for guests to support these efforts.
- Evaluates and updates ongrounds program curricula annually, creating new programs as appropriate.
- Supervises ongrounds educational initiatives, including the Interpreter program, ensuring all initiatives and curricula align with the Zoo's educational objectives and mission.
- Provides support for Zoo Volunteers and assists with training as appropriate.
- Maintains and organizes program supplies and materials. Assists in ordering supplies as needed.
- Actively seeks out interaction with guests of all ages, engaging and communicating key messages.
- Embodies a positive attitude and welcoming presence to guests, effectively fielding questions and inquiries.
- Assists team members in maintaining the overall habitat area, including opening, closing, and maintaining cleanliness and safety.
- Assists with special events and other educational programs as needed.
- Supports the Conservation Education Department in varying capacities such as prepping and organizing program supplies, revising training materials, or conducting research.
- Creates and communicates detailed schedules for team members.

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.

- Communicates with team members and departments using phone and radio systems.
- Maintains knowledge of Zoo facilities, programs, animals, and team members.
- Serves as a team player in the Conservation Education Department by supporting the department's goals.
- Assists with Team Member Orientations, serving as a guide or subject matter expert as appropriate.
- 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

- 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, biological science, or a closely related field is required.
- Three years of education interpretation and/or program planning in an informal learning environment is required.
- Certified Interpreter Guide (CIG) is preferred; certified through the National Association of Interpretation or another equitable organization.
- 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 conservation, nature education, and Zoo experiences to communicate the Zoo's mission.
- Ability to master key messages and species information on a variety of exhibits.
- Ability to accurately comprehend scientific information to tailor compelling and meaningful material for a variety of ages and audiences.
- Strong storytelling, public speaking, and presentation skills to reach guests one-on-one as well as in large groups.
- 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.
- 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.

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.

- 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 regularly travel assigned areas several times per day and efficiently enter all assigned areas.
- Ability to negotiate a confined workspace while working with one or more coworkers.
- Ability to read reports, receipts, and other statements; and ability to handle currency.
- 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.

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.