



## **VOLUNTEER: ZOO TEEN**

### **POSITION DESCRIPTION**

Utah's Hogle Zoo provides teens ages 14-17 with an opportunity to increase and share their knowledge of animals, conservation, and the environment while gaining valuable volunteer experience in a zoo setting and knowledge about zoo careers. Utah's Hogle Zoo's Volunteer Zoo Teen program is designed to give an individual the opportunity to learn about the animal world and conservation while making new friends, developing new personal and job skills, and contributing to the quality of life in our community. Zoo Teens are volunteer communicators who share animal and habitat information with Zoo visitors. They play an integral role in communicating the conservation and education goals of UHZ.

### **REPORTS TO**

Guest Engagement Supervisor

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Zoo Teen activities include but are not limited to the following:

- Work within the Education Department at Utah's Hogle Zoo.
- Educate Zoo guests on a variety of animals, their conservation, and environmental issues.
- Guide interactive stations that connect guests to conservation and motivate them to take action.
- Work with staff to produce and perform educational demonstrations for Zoo guests.
- Assisting in running the Giraffe Feed Program; setting up, taking down, and helping guests feed.
- Providing assistance to staff at the Bird Show.
- Provide superior service for all Zoo guests.
- Ensure that everyone is following safety protocols.
- Interact with Zoo guests of all ages in a fun and educational setting.
- Lessons about different aspects of zoo jobs/careers.

### **GOALS**

Goals of participation in the Zoo Teen program include:

- Zoo Teens support the daily operations of the Zoo, including assisting with Giraffe Feeds, the Bird Show, and the Zoo's educational mission.

- Zoo Teens will develop important job skills such as communication and guest service as well as personal confidence and a deeper understanding of the Zoo's operations and career opportunities.
- Zoo Teens will expand their understanding about the natural world, including species, habitats, ecosystems, and conservation challenges that animals are facing as well as how humans can help to protect them.

## **QUALIFICATIONS**

We are looking for responsible, dedicated and enthusiastic youth to join our volunteer team! Zoo Teens must have a genuine appreciation of the natural world and want to educate and engage Zoo guests of all ages. Zoo Teens will learn about animals and conservation while gaining valuable job skills through a volunteer experience. Zoo Teens must learn quickly and be approachable and comfortable initiating conversations with Zoo guests. Zoo Teens must be committed to providing our guests the highest standards of customer service and be dependable and able to make the minimum commitment of hours. Because of the nature of working close to a variety of animals, teens need to demonstrate maturity, self-motivation, and an ability to follow direction.

## **REQUIREMENTS**

- Must be at least 14-17 years of age.
- There is an annual volunteer fee of \$20 (Note: financial assistance is available).
- Must provide proof of a recent negative TB test (required annually).

## **SCHEDULE AND TIME COMMITMENT**

Membership in the Zoo Teen program requires a significant time commitment not just through the summer months.

- Teens and a parent must review all Zoo Teen application information and online forms.
- Once accepted into the program, teens must be available to attend three Saturday training days and a Volunteer Orientation.
- Zoo Teens are expected to serve a minimum of one consistent shift a week during the summer season and are encouraged to volunteer throughout the year.
- Through the 10 week summer season, teens are expected to attend at least 8 weeks and to communicate in advance the days they will be absent.

## **PHYSICAL DEMAND AND SPECIAL WORKING CONDITIONS**

This position requires long periods of standing and walking. This position requires exposure to the elements such as heat, cold, rain, and snow.

## **COMPENSATION**

All volunteers at Utah's Hogle Zoo are considered non-paid employees. Benefits include discounts on food and gifts and volunteer recognition events and parties.

## **THE VOLUNTEER DEPARTMENT WILL:**

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- Maintain records for active volunteers.
- Ensure adequate training and supervision is provided.
- Issue volunteers a uniform and name tag.
- Provide ongoing support and assistance with volunteer/staff relationships.
- Administer volunteer benefits.
- Provide a written reference which will include hours of service, tenure, and job description when requested.

### **TO APPLY**

Please submit an application at

[https://www.hoglezoo.org/jobs\\_volunteers/teen\\_volunteers/](https://www.hoglezoo.org/jobs_volunteers/teen_volunteers/) and  
letters of recommendation to [volunteeroffice@hoglezoo.org](mailto:volunteeroffice@hoglezoo.org).

**Utah's Hogle Zoo is committed to providing a diverse and inclusive volunteer program representative of a variety of backgrounds, age groups, perspectives, experiences, abilities, and strengths.**