

FRIENDS OF THE ZOO
JOB DESCRIPTIONS

Job Title(s): Internship: Guest Services Volunteer Coordinator (2 positions)
Reports to: Director of Volunteer Services
Anticipated start date: April 2017
Term: Spring/Summer 2017, potential for renewal through October

The guest services volunteer coordinator intern will work 10-15 hours/week to support on-grounds volunteers as they provide exceptional guest service to everyone who visits the Zoo. Internship hours to include Saturday or Sunday hours and occasional evenings. Adjustments may be made or additional duties may be assigned based on the skills and interests of the intern and needs of Friends of the Zoo.

Guest Services Volunteer Coordinator Responsibilities May Include:

1. Support the engagement of guest services volunteers including Train & Carousel, Face of the Zoo Greeters, Discovery Docents & Goat Yard Attendants. Support the engagement of volunteers in these efforts as appropriate, including checking-in with them, making sure they have the supplies and information they need to succeed at their jobs. Communicate critical issues to Director of Volunteer Services and/or Volunteer Coordinator for further action or record-keeping purposes
2. Follow up with volunteers via phone and email to ensure that they are having a positive volunteer experience, taking action or passing on feedback as needed to motivate further service.
3. Assist with volunteer orientation & training.
4. Assist in maintenance of volunteer records, utilizing Volgistics software
5. Other projects as interests and needs allow

Qualifications:

- Able to relate to people of diverse backgrounds, personalities and motivations.
- Strong interpersonal and communication skills
- Must be prompt, organized, enthusiastic, and professional.
- Must be able to work well independently and also as a supportive part of a team.
- Must be able to effectively manage multiple tasks while maintaining an attention to detail and timeliness
- Position requires the ability to maintain confidentiality concerning member/volunteer records and account information.
- Availability on one weekend day per week.
- Prior volunteer coordination preferred
- Subject to personal background check

For consideration, submit resume and cover letter via email by Wednesday, April 26th to Lynn Currie, Director of Volunteer Services - lynn@vilaszoo.org . Application materials will be reviewed as they received until positions are filled.