

POSITION PROFILE – VOLUNTEER KANGAROO AMBASSADOR

Date Created:	March 26, 2021	Section:	Animal Care
Date Revised		Department Name:	Zoological Operations
Reports to:	Animal Care	Business Unit:	Volunteer Workforce

POSITION OBJECTIVE

Support the animal care team at the kangaroo habitat. Provide assistance with a variety of activities including, but not limited to: interacting with and educating guests about animals and conservation, and supporting the animal care staff as required.

KEY ACCOUNTABILITIES

COVID-19 Protocols

- Monitor visitors to help ensure they are maintaining directional flow and reinforce physical distancing messaging.
- Ensure hand sanitizer stations are fully stocked.

Volunteer Kangaroo Ambassador Duties

- Monitor entrance and exit to exhibit and ensure guests are keeping the doors closed.
- Greet and help guests enjoy their visit by giving directions, answering questions, pointing out animals and sharing your passion for the zoo.
- Highlight unique facts and share up-close animal experiences with guests.
- Inform guests of the “kanga-rules”.
- Maintain capacity of site and ensure guests are following physical distancing rules.
- Assist with daily animal husbandry.
- Assist with the distribution of animal diets as directed.
- Provide animal enrichment support as directed.
- Assist with cleaning habitat areas as assigned.
- Assist with maintenance tasks, including: snow clearing, grass mowing, pruning, leaf raking, watering flora, window cleaning, substrate maintenance, etc. within assigned habitats as directed.
- Pick up litter and recycling.
- Work on projects as assigned and abide by task schedules and times.
- Communicate any issues with animal care staff.

General Duties

- Adhere and comply with all APC policies, safety regulations and safe work practices that will ensure a safe work environment.
- Maintain a professional image while working and provide extraordinary experiences to our park visitors while performing daily work activities.
- Demonstrate the ability to establish and maintain positive relationships with staff, volunteers, and visitors.
- Demonstrate a commitment to the principles of equity and diversity, and proven ability to work effectively with a diverse population.
- Perform other related duties and responsibilities as required.

KEY CONTACTS (INTERNAL AND EXTERNAL)

Internal APC Contacts

- Animal Care Professionals (Daily)
- Animal Care Supervisors (As Required)

External APC Contacts

- Zoo Visitors (Daily)

QUALIFICATIONS

- 18+
- High school diploma or equivalent required.
- Previous animal experience or a student wanting to pursue a career in animal care or conservation.
- Passionate about animal care and conservation.
- Excellent communication and interpersonal skills.
- Able to balance multiple assignments successfully.
- Able to maintain courteous and helpful behavior.
- Able to perform volunteer duties in a team and/or individually with minimal supervision.
- Able to perform volunteer duties in varied weather conditions (i.e. heat, cold, snow or rain).
- Maintains friendly, positive attitude towards guests.
- Able to maintain appropriate volunteer appearance.
- Able to adhere to all safety protocol.
- Able to maintain confidentiality regarding the Zoo's animal collection when required.
- A willingness to get their hands dirty.
- Submit to a criminal record and child abuse registry check.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Physically demanding and repetitive tasks.
- Must be able to perform physically strenuous work outdoors in all types of weather.
- Combination of sitting, standing, pushing, lifting, kneeling and walking for extended periods.
- Capable of handling heavy loads of up to 25-40 lbs.
- Must be able to push/pull 50-200 lbs.
- Noise exposure from operations, mechanical equipment and animal vocalizations.
- Exposure to strong scents from animals and chemical products.
- Contact with plants and animals which may cause allergic reactions i.e. strong odors, dust, hay and animal hair, fur or dander.

HEALTH AND SAFETY

- If possible you must provide your own steel toe boots, these will be kept at the zoo for biosecurity reasons.
- Provide baseline TB test results according to AZA best practice for volunteers and submit their name for placement in WRHA rabies vaccination program upon initiation of placement.

NORMAL STRESSORS OF THE POSITION

- Detail oriented work.
- Addressing visitor inquiries and complaints.

VOLUNTEER COMMITMENT

- Volunteer Kangaroo Ambassadors are committed to working an 8-hour or 5-hour shift once a week for a minimum of 3 months.
- Volunteers are required to wear their uniforms and follow all zoo policies regarding their personal appearance. Eating, chewing gum, drinking, smoking, storage of food and utensils, storing personal belongings, applying cosmetics, and inserting or removing contact lenses cannot occur at the exhibit. Long hair should be tied back.