

Minnesota Zoo Volunteer Job Description

Professional Skill Set Volunteer

Event/Concert/Carousel Volunteer

Position Purpose & Scope

Assist Zoo Staff in ensuring our guests at events and concerts have a safe, enjoyable and memorable experience at the Zoo.

Reports To

Volunteer Manager of Minnesota Zoo

Qualifications

Must be 18 years of age or older

Must possess qualifications and experience that support the skill set required to complete the responsibilities below

Must present a professional appearance and a friendly manner

Must be dependable and punctual

Must be courteous and personable when dealing with Zoo supporters, guests, other staff and volunteers

Must be self-directed, organized, willing to take initiative, and detail-oriented

Must respect and maintain confidentiality of zoo information, guests, staff and volunteers

Must be willing to learn about the Minnesota Zoo's overall mission and goals

Must be able to stand and walk for minimum 3-hour shifts.

Must be able to work outside in typical April-September weather

Must follow the uniform policy & purchase a green MN Zoo Volunteer tee shirt for \$10.

Must complete a child protection background check

Responsibilities

Welcome all guests with eye contact and a smile

Take tickets and /or check off names as guests arrive

Kindly provide directions to Amphitheater, exhibit trails, restrooms, food facilities, gift shops

Smile, make eye contact and have fun. If you look like you are having fun, guests will have fun too

Assigned tasks as appropriate for the event or concert

Attending all required training

Commitment

Events are scheduled year-round at the Minnesota Zoo. The concert season is between Memorial Day and Labor Day each year. The carousel season is April through October.

A one-year commitment to this volunteer opportunity and participation in a minimum of 8 events during the year is required.

Most shifts will be a minimum of a three or four hour block of time.

Some shifts are weekdays, however most are on weekends and both weekday and weekend evenings.

Benefits

Free admission to the Zoo for volunteer and immediate family during the project commitment

Discount on Zoo Admission for friends and extended family during the project commitment

Discount at all food facilities at Zoo during the project commitment

Discount at gift shops at Zoo during the project commitment

Discount at IMAX Theater during the project commitment

Professional Skill Set Volunteer Positions Exist to Support not Supplant the Work of Paid Staff Positions.