POSITION SUMMARY: Education Program Mentors take a leading role in environmental education for toddlers through 12th graders, as well as adults in the Zoo’s overnights, birthday parties, early childhood programs, zoo tours, ZOOMobile and other programs. The goal of these programs is to instill and foster a lifelong love for nature and animals as well as introduce or develop lifelong passions for activities that tie youth directly to wildlife and/or wild places. Through live animal presentations, games, crafts and Zoo hikes, mentors will help children to teenagers to provide a link between people and nature and meet these program goals. Promotes professional working relationships with both internal and external customers. This position is non-supervisory in nature. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

QUALIFICATIONS AND REQUIREMENTS:

 Coursework in environmental education, biology or related field is required.
 Current CPR/First Aid Certification
 Working towards or already holding a B.S. degree in environmental education, outdoor recreation or biology is a plus.
 Willingness to learn to work with a variety of animals
 Experience working with children including toddlers is a plus
 Must submit to TB test prior to first day of employment. Proof of negative results are required upon hire.
 Experience working with diverse audiences and varying group size, including young children in a formal or informal educational setting.
 Excellent oral presentation skills.
 Bilingual in English and Spanish a plus.
 This job requires great flexibility in work schedule with week day, weekends, evenings and occasional late nights as necessary to fulfill job duties and program requests.
 Must have excellent written and verbal communication skills and demonstrate the ability to interact clearly and effectively with both internal and external customers.
 Must have a valid driver’s license and must be insurable as a Zoo Driver.
 Must submit to and pass a pre-employment drug/alcohol screening and criminal background check.
 Must be able to provide proof that you can legally work in the United States.
 Computer Proficiency in computer applications such as Word, Excel, internet and email.
 Skilled in establishing and maintaining effective working relationships with co-workers, vendors, Zoo staff, and the public.
 Must have a high attention to detail
CHEYENNE MOUNTAIN ZOO

Job Description

- Take ownership and pride in responsibilities
- Possess the ability to organize and prioritize while working with strict deadlines
- Ability to make good decisions regarding the welfare of children, animals, guests and organization.
- Ability to remain calm under pressure
- Able to work alone or with minimal day-to-day supervision
- Ability to work at a fast pace while still paying attention to details
- Superior customer service skills

RESPONSIBILITIES AND DUTIES:

ORGANIZATIONAL EXPECTATIONS:

- Ensure discretion with confidential information.
- Maintains courteous, helpful and professional behavior on the job. Will support the success of the entire team by promoting a collaborative work environment.
- Consistently contributes to problem-solving and cooperates with identified resolutions.
- Must demonstrate regular attendance and punctuality.
- Brings issues and process improvement ideas to the attention of the Supervisor.
- Maintains verbal and written skills required for the position.
- Attends meetings and participates in committees as required.
- Completes trainings as required.
- Adheres to Company Dress Code Policy. Always “Zoo Crisp!”
- Demonstrates appropriate level of time management in support of co-workers and the entire team.
- Represent the Zoo in a professional manner

DEPARTMENTAL EXPECTATIONS:

To include but not limited to the following:
- Assist and implement interpretive programs for toddlers through adults
- Complete animal handling training and present live animal demonstrations
- Assist in supervision of teenage interns in our Zoo Crew and Junior Zookeeper programs
- Cleaning and organization of program facilities
- Ensure the safety of all program participants
- Assists with preparation of new programs
- Must be able to work with our experienced staff of environmental educators to further develop their educational and interpretive skills.
- Other duties as assigned
- Handle and train a variety of live animals for ZOOMobile programs, adhering to all zoo policies and protocols for the animal ambassador collection
- Collaborate with Interpretive Keeper staff on animal handling and behavioral training and protocols for the animal ambassador collection
Support a variety of other education programs as needed, such as on-site classes and zoo camps.

Work closely with our ZOOM docent program to assist you during your off-site programs.

INDEPENDENT ACTION
Must be a self-starter, take initiative, possess a high level of multi-tasking ability under high degree of pressure and be able to work with limited supervision.

EXTERNAL AND INTERNAL RELATIONSHIPS
Must be a cooperative and collaborative member of the team and able to handle interruptions and requests for information and assistance from employees with an attitude of good customer service.

Works with Community Programs Supervisor, Teen Programs Supervisor, Outreach Supervisor, Loft Keepers, Zoo volunteers and guests.

Contacts are with all Education staff, youth participants and parents, docents, Zoo Crew (teenage interns), all Zoo departments and our very important Zoo guests.

PHYSICAL DEMANDS AND WORKING CONDITIONS:
The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Requirements** - While performing the duties of this job, the employee is frequently required to stand; walk; lift heavy objects; sit; use hands to finger, handle or feel objects, tools, or controls; talk, see, hear and smell. Responsible for handling all types of animals, engaging guests in animal husbandry practices or interpretive programs. The employee is occasionally required to reach and stretch with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may be required to endure extremes in temperature and may work in hazardous environments where personal protective equipment is required. Requires full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use department equipment, to communicate effectively; requires standing, walking, sitting (possibly for long periods of time) and performing repetitive tasks (including working on the computer) for up to the entire work day; requires the ability to lift/carry up to 50 pounds using appropriate body mechanics.

- **Visual, Hearing and Communication Requirements** - Requires corrected vision and hearing to within normal range, with or without reasonable accommodation.

- **Environmental Conditions** – Working in a closed office environment and an outdoor environment. Work space may be shared. Working conditions may be noisy with fluctuating indoor and/or outdoor temperatures. May be exposed to a risk of bodily injury through contact with moving instrumentation, substances and other conditions common to an office or Zoo environment. Subject to exposure to animals or Guests which may have the potential for physical aggression. May be exposed to a risk of bodily injury through contact with moving
instrumentation, toxic substances, bodily fluids, animal attack, communicable diseases, outdoor weather conditions and other conditions common in a Zoo environment. Subject to unpleasant odors. May be exposed to wet/humid/sunny conditions.

- **Pressure Factor** - Requires working under stressful conditions. Moderate pressure to meet scheduled and recurring deadlines. The work week will vary from 0 - 29 hours a week year round as needed for programs and will include weekends and overnights at the Zoo. We do not guarantee a maximum/minimum number of hours as that is all dictated by the volume of programs we have on any given week throughout the year. Since the Zoo’s busy time is between March – August the likelihood of a heavier work schedule increases during these months.