

CHEYENNE MOUNTAIN ZOO AUXILIARY

Job Description – 2023-2024

Position Title: SERVICE REGISTRAR

Reports to: AUXILIARY PAST PRESIDENT

Position Summary: This position is responsible for keeping the records of all service hours, volunteer hours, and CEC credits. Compiles list of award recipients and orders and purchases pins, plates, stars, bars, and creates certificates for awards presented in June for previous year achievements. Zoo membership expiration dates and free memberships are the responsibility of the Past President. Service Registrar writes year-end reports for the President and EdVenture Director. Tracks Service Awards. On occasion may be requested to submit notices or articles to the Zooline Editor. As incurred, sends bills to the Treasurer. Required to attend Supplemental CMZA Board meetings in June, October, and February.

Responsibilities and Duties:

- Record hours as reported by BBY/P&P Chair
- Record hours as reported by Cart Chair
- Record credits as reported by CEC Chair
- Record hours as reported by Safari Chair
- Record hours as reported by Special Events Chair
- Record hours as reported by Tour Chair
- Record hours as reported by ZOOM Chair
- Record hours as reported by Zoopeteer Chair
- Record hours as reported by Director of EdVenture Programs
- Mentor hours are obtained from the VP Education at the end of docent training. Mentors receive a maximum of two service hours each. The remaining hours are reported as volunteer hours
- Volunteer hours are hours docents spend on zoo activities that do not include working with the public or associated with service hours. Registrar creates the Volunteer Hour form for the President. President distributes the Volunteer Hour form at all Board and Member meetings. Registrar collects forms from the President

Recognition awards are presented annually at the June meeting:

- Stars are earned for every 5 years of service. Review CMZA Directory to see if docents have had a break in their service so the correct number of years is recognized. The President presents these awards at the June meeting
- Docents with 150 hours receive a giraffe pin. Docents with 300, 500, 1000, 1500, 2000, 3000, and 4000+ service hours have their name on plaques in the DRC. Registrar announces these awards at the June meeting
- Contact docents eligible for CMZ employee jacket (2,080 hours to be eligible) to obtain correct size. Forward information to the President and Director of EdVenture Programs
- Contact President as docents reach 1500 service hours so they can receive a Behind-the-Scenes Tour

June Duties

- Have May Volunteer Hours sheet available at June's Mandatory Member meeting
- Record service and volunteer hours for May
- Prepare and publish final Service Hour spreadsheet for docent year June 1 to May 31
- Prepare Annual Report for President
- Prepare Sign-In sheet for June's Mandatory Member meeting
- Finalize list of docents having earned enough service hours to receive giraffe pins (150 hours), or for their name to be placed on permanent plaques (300, 500, 1000, 1500, 2000, 3000, and 4000+ hours)
- Present Service Awards at Mandatory June meeting
- Emcee Recognition Awards presentation
- Add name plates of docents earning 300 service hours to 300-hour plaque and transfer docent name plates to next appropriate service hour plaque
- Prepare list of docents not in attendance at Mandatory Meeting and provide to President. Send list of docents not meeting Active Docent Requirements to Past President

- Finalize and send report in first week of June to Director of EdVenture detailing all service hours from June 1 through May 31 the previous year

July Duties

- Prepare new spreadsheet for June 1 through May 31 docent year
- Change “Career Totals as of May 31” to reflect hours earned in the previous year
- On Info tab on spreadsheet, change year and review new color-coded Free Zoo Membership column for current year on Main tab
- Have June Volunteer Hours sheet available at Board and Member meetings
- Record service and volunteer hours for June

August Duties

- Have July Volunteer Hours sheet available at Board and Member meetings
- Record service and volunteer hours for July

September Duties

- Have August Volunteer Hours sheet available at Board and Member meetings
- Record service and volunteer hours for August
- After CMZA Directory is distributed check for changes to status

October Duties

- Have September Volunteer Hours sheet available at Board and Member meetings
- Record service and volunteer hours for September

November Duties

- Have October Volunteer Hours sheet available at Board and Member meetings
- Record service and volunteer hours for October

December Duties

- No December Board or Member meetings
- Record service hours for November

January Duties

- Have November and December Volunteer Hours sheets available at Board and Member meetings
- Record volunteer hours for November and service and volunteer hours for December

February Duties

- Have January Volunteer Hours sheet available at Board and Member meetings
- Record service and volunteer hours for January

March Duties

- Have February Volunteer Hours sheet available at Board and Member meetings
- Record service and volunteer hours for February
- Obtain list of trainees from VP Education and add to spreadsheet

April Duties

- Have March Volunteer Hours sheet available at Board and Member meetings
- Record service and volunteer hours for March
- Compile list of docents who may need encouragement to complete Active Docent requirements for the year and send to Past President
- Begin to compile Recognition Awards list. Check supplies and order 150-hour giraffe pins, 5-year gold stars (for docents with 30 years and beyond of service have years engraved on bar), 25-year pin, and 300-hour engraved name plates for plaque in DRC. Place order at least three weeks before June to ensure pins and plates are completed in time. Have C&A Trophies and Engraving bill the zoo for direct payment, otherwise they charge sales tax.

C&A Trophies and Engraving

310-A South 8th Street

Colorado Springs, CO

(719) 473-5791

Hours: Monday through Thursday, Noon to 5:00 p.m.

May Duties

- Order Recognition Awards
- Compile list of docents serving 5, 10, 15, etc. hours and order star pins. Order 25-year pins. If serving 30, 35, 40, 45 or 50+ years order bars with years of service engraved on them.
- Have April Volunteer Hours sheet available at Board and Member meetings
- Record service and volunteer hours for April
- Begin preparation of report to Director of EdVenture detailing all service hours from June 1 through May 31
- Prepare Mandatory Sign-in sheet for Member (Election) meeting in May
- Compile list of docents not in attendance for Mandatory meeting and send to President
- Update job description for binder
- Move engraved docent name plates to correct plaque in DRC
- Send Service Awards report to President
- Send report to Membership & Annual Gift Manager, CMZA President and Past President listing docents eligible for free zoo membership after June 1

Updated May 2024