

Please indicate which of the following programs you would be interested in:

Weekday docent _____ **Weekend docent** _____

If interested in becoming a Weekday docent,

Check the day and time you would prefer to work:

Tuesday _____ Wednesday _____ Thursday _____ Friday _____
9-12 p.m. _____ 1-4 p.m. _____

Some special events may include evening work. Would you be available for these opportunities?

Are you a member of the San Antonio Zoo? _____

Please list two non-related references that we might contact:

Name: _____ Phone number: _____

Name: _____ Phone number: _____

I certify that all the information contained in this application form is correct.

_____ (Signature) _____ (Date)

Please mail or fax the application to us:

San Antonio Zoo
3903 N. St. Mary's Street
San Antonio, TX 78212

Fax #: (210) 734-6989

Phone #: (210) 734-7184

Email Address: volunteers@sazoo-aq.org



San Antonio Zoo Education Department
POSITION DESCRIPTION
SAN ANTONIO ZOOLOGICAL SOCIETY

JOB TITLE: DOCENT VOLUNTEER – EDUCATION DEPARTMENT

UNPAID

NATURE OF WORK: Docents support the San Antonio Zoo's mission by widening the Education Department's areas of contact with school children and zoo visitors. Docents promote conservation through education by disseminating information on conservation, zoo animals, plant husbandry, species survival, wild and captive animal populations during a variety of educational programs and tours. Docents report to the Volunteer Supervisor.

ESSENTIAL FUNCTIONS:

- ◆ Establish and maintain positive, cooperative, and effective working relations with fellow volunteers and zoo staff.
- ◆ Constantly exhibit a customer service attitude, a smile, and an obvious interest in visitor comfort and service.
- ◆ Communicate with the public in a courteous and tactful manner and assist visitors with questions and directions to various areas of the zoo. Address the visitor – do not wait to be asked.
- ◆ Remove trash and debris from public areas: i.e. pick up litter whenever you see it.
- ◆ Disseminate appropriate and accurate information while interacting with zoo visitors one on one or in small groups.
- ◆ Answer questions and provide positive input to visitors on zoo policies, animal concerns, and current conservation issues.
- ◆ Participate in Education programs and special events.
- ◆ Handle education animals whenever appropriate and according to the current handleable animal policies and procedures.
- ◆ Seek out accurate and up-to-date information on animals in the collection and being able to compare with wild populations
- ◆ Willingness to participate fully in a flexible informal teaching and learning atmosphere.

KNOWLEDGE, SKILLS AND ABILITIES:

- ◆ Ability to work well with others in a wide variety of different situations.
- ◆ Ability to deal effectively with the public.
- ◆ Ability to move comfortable around the zoo.
- ◆ Ability to work in all weather conditions
- ◆ Ability to lift, climb, reach, carry, and/or standing for long periods may be required.
- ◆ Ability to follow oral and written instructions and to communicate effectively in English while presenting biological and historical information in a professional manner.

MINIMUM QUALIFICATIONS:

- ◆ Minimum age of 18.
- ◆ High School diploma or equivalent.
- ◆ Mobile: must be able to get to the zoo and be able to access all necessary parts of the zoo.
- ◆ Must be able to interact positively with children and adults in small or large groups.
- ◆ Must be able to work as a member of a team following San Antonio Zoo policies and procedures.
- ◆ Must be dependable.
- ◆ Must have a strong interest in animals and have a desire to continue to learn about them and their environments.

PROGRAM REQUIREMENTS:

- ◆ Completion of docent application
- ◆ Personal interview
- ◆ Meet basic standards for grooming and personal hygiene.
- ◆ Payment of active membership fees
- ◆ Complete training course over a course of 2 years.
- ◆ Meet required volunteer commitment and attend the three yearly general meetings.
- ◆ Annual TB screening.

TRAINING:

- ◆ General docent training will consist of 7 weeks of training from 9-4 pm, which must be attended by all 1st & 2nd year docents. Training is held twice a year. In January, training is held on Saturdays and in August training is held on Mondays. (total of 14 weeks of training over a course of 2 years)
- ◆ Training will be conducted by Zoo staff, which will include, but not be limited to, Curators, Supervisors, Education Center personnel and experienced docents.
- ◆ Training will cover all aspects of the zoo, including history, operations, departments, geographical layout, animal collection, plant collection, as well as basic classification and animal biology, animal handling and education center programs.
- ◆ All fully-trained (3rd year and above) are required to attend two special training sessions each year to update and enrich their knowledge and abilities.
- ◆ Formal training will be supplemented by personal study, informal sessions led by Head Docents, shadowing experienced docents, video tapes, Brown Bag events, and off-grounds continuing education opportunities as they become available.
- ◆ Required animal handling training will be conducted on an annual basis for docents wanting to have access to the Education program animals.
- ◆ TB screening must be performed annually for all Docents wanting to work with education animals. Opportunities will be given free of charge twice each year by volunteer services to ensure compliance.