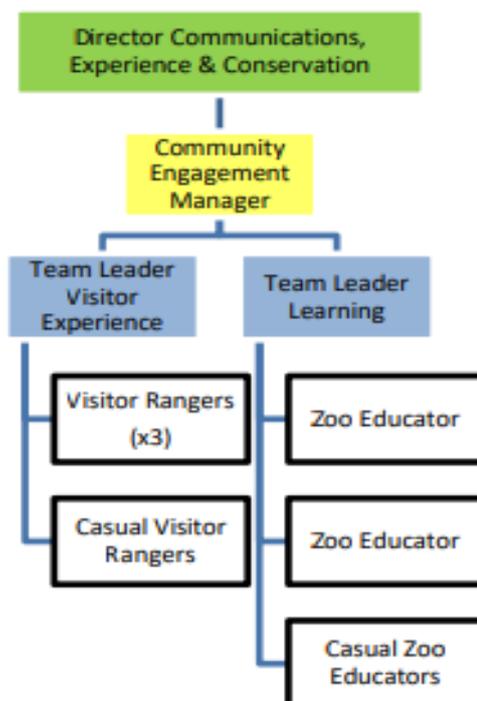


POSITION DESCRIPTION

Job Title:	Casual Visitor Ranger / Educator
Responsible To:	Team Leader Visitor Experience or Team Leader Learning
Responsible For:	Nil
Position Purpose:	<p>The Community Engagement Team leads the way in connecting people to animals and saving animals in the wild by having our community love their Zoo and love animals. The Casual Visitor Ranger / Educator will provide the best possible experience for all Zoo visitors, every day.</p> <p>They:</p> <ul style="list-style-type: none"> • Deliver talks and visitor learning programmes; • Engage visitors with contact animals, activities and in message-driven conversations; • Support the delivery of visitor events and the Zoo's school holiday programme. <p>The Casual Visitor Ranger / Educator uses' effective and innovative learning and interpretation methods, using the whole Zoo as a base for learning. They ensure the Zoo is a great place for our visitors to be and deliver programmes to a high quality and in a consistent manner.</p>
Date:	August 2023

Organisation Context:



Important Functional Relationships:

External

- Visitors to Wellington Zoo
- Professional colleagues in the wider community

Internal

- All Zoo Staff, in particular;
- Community Engagement Team
- Animal Care and Science Team
- Volunteers

Key Result Areas:

The Casual Visitor Ranger / Educator position encompasses the following functions or Key Result Areas:

- Visitor Engagement
- Facilitation of programmes
- Team Work
- Relationship Management
- Visitor Programmes

The requirements in the above Key Result Areas are broadly identified below:

Jobholder is accountable for	
1	<p>Visitor Engagement</p> <ul style="list-style-type: none"> <input type="checkbox"/> Make visitors feel welcome and ensure visitors enjoy a friendly, educative and enjoyable visit <input type="checkbox"/> Delivering excellent face to face interpretation to our visitors, through talks, casual interaction and with contact animals <input type="checkbox"/> Research content for and deliver appropriate talks to visitors <input type="checkbox"/> Ensure talks are evaluated and refreshed on a regular basis <input type="checkbox"/> Develop a vibrant and exciting learning environment for all ages <input type="checkbox"/> Ensure the Zoo is ready for visitors on opening, and looks good throughout the day
2.	<p>Facilitation of Programmes</p> <ul style="list-style-type: none"> <input type="checkbox"/> Develop a vibrant and exciting learning environment using the whole Zoo <input type="checkbox"/> Engage Zoo visitors of all ages and ranges of interest in learning experiences based on discovery <input type="checkbox"/> Deliver appropriate, high quality programmes to visiting primary, secondary and tertiary students across a range of curriculum areas <input type="checkbox"/> Support the delivery of visitor events, Sleepovers, and the Zoo's school holiday programme <input type="checkbox"/> Share ideas and knowledge with the other Zoo staff to develop a co-operative learning environment <input type="checkbox"/> Ensure programmes are delivered in a consistent manner
3	<p>Team Work</p> <ul style="list-style-type: none"> <input type="checkbox"/> Carry out responsibilities in a manner which promotes the values of the Zoo, working cooperatively and effectively with all Zoo staff <input type="checkbox"/> To support the Team Leader Visitor Experience and other Visitor Rangers in all relevant tasks
4	<p>Relationship Management</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish and nurture sound working relationships with all Zoo staff. <input type="checkbox"/> Build excellent relationships with all Zoo visitors and the wider community <input type="checkbox"/> Treat all Zoo visitors and external groups with respect and courtesy, and interact with them in a positive manner
5	<p>Health and Safety</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure any hazardous conditions, near misses, injuries and accidents are reported immediately to the Team Leader Visitor Experience <input type="checkbox"/> Participate in training and other health and safety activities <input type="checkbox"/> Meet employee responsibilities and contribute to providing a safe working environment for visitors and fellow staff through following safe working instructions and adhering to all health and safety policies and procedures set down by WZT. <input type="checkbox"/> Proactively contribute to a culture committed to the health and safety of our staff and visitors.

Note: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

Person Specification:

Knowledge/Experience

Essential

- Interest in people and strong customer focus
- Comfortable presenting to a large audience
- Strong interpersonal skills
- Excellent communication skills
- Interest in environmental education and interpretation
- Comfortable handling animals
- Ability to undertake working outdoors with a moderate level of physical fitness
- Available to work weekends and statutory holidays
- Demonstrated PC literacy

Desirable

- Relevant experience in visitor attraction environments or education facilities
- Experience working with children
- An understanding of conservation issues and the role of the modern Zoo

Key Job Competencies

- Decision Making & Problem Solving
- Relationship Management
- Team Work