



JOB DESCRIPTION

TITLE: Zoo Public Programs Manager

REVISED: January 2019

GENERAL PURPOSE: This position is part of the Zoo Management Team and under the supervision of the Zoo Director. The primary role is management of Guest Services operations for the Roosevelt Park Zoo; supervises and schedules assigned personnel. Coordinates on-site visitor engagement services, activities and rentals. Recruit and coordinate internship program. Develop and coordinate strong volunteer program including but, not limited to: volunteer groups, docents, greeters and individual volunteers.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Serve as a representative of the Zoo to engage visitors with the assistance of seasonal staff, interns, and volunteers in various on-site activities helping to further the Zoo's mission and role in our community.
- Coordinates the development and delivery of the Zoo's visitor engagement offerings including, but not limited to: docent/volunteer opportunities, coordination of on-site activities such as interpretive presentations, school tours, animal encounters, and keeper chats. Coordination of such programs requires working with various groups of people including Zookeepers, Zoo Educator, Interns, Volunteers and MZC Executive Director
- Recruit, develop and coordinate internship program
- Recruit, develop, train and coordinate volunteer and docent program
- Designs and develops on-site educational signage, as well as directional signage, within a committee including Zoo Educator, MZC Executive Director and Zoo Director
- Coordinates programs for zoo exhibit sign sponsorships and memorial benches
- Supervises, manages and coordinates Guest Service operations (gift shop, admissions, train and concession stand operations).
- Procures all merchandise sold in Gift Shop
- Procures supplies for all guest service entities including concession food products, cleaning products, paper products, etc.
- Hires, trains, supervises, and monitors the performance of assigned seasonal personnel; prepares employee work schedules and assigns work duties.
- Prepares and deposits monies from revenue centers of zoo including reporting of financial activity.
- Assists groups in organizing special events conducted onsite at the Zoo's facilities.
- Coordinates docents/volunteers for visitor engagement activities and/or special events held at the Zoo.

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- Serves as primary contact for rentals in Zoo Auditorium. Utilize assistance from guest service staff members to provide necessary support for the success of zoo rental, including event support, set up, tear down, and clean up needs.
- Coordinate volunteer efforts for zoo related project activities, including but, not limited to: docent education activities, MZC event support, spring and fall clean-up of Zoo grounds.
- Provide public presentations in the community whether general Zoo information or on specified topics such as our intern program, volunteer opportunities, conservation awareness or animal outreach encounters
- Performs other duties as assigned or required.

ADDITIONAL DUTIES

- Must be able to work in a cooperative relationship with Zoo Educator helping to support on-site education programs with the help of docents/volunteers and guest service staff
- Provides aid to MZC Executive Director and board members for various special events.
- Assemble gift baskets for donations and/or donor recognition

MINIMUM QUALIFICATIONS:

Education and Experience:

Bachelor's Degree in Business Administration, or a related field, AND preferred two-years experience in supervisory role; OR an equivalent combination of education and experience.

Required Licenses or Certifications:

- Must possess a valid North Dakota Driver's License.
- Serve Safe Certification is desired.

Required Knowledge of:

- Principles and practices of zoo operations.
- Overseeing admissions, concession stand, and gift shop operations.
- Purchasing supplies and maintain supply inventories within designated budget.
- Organizing special events and coordinating volunteer workers.
- Supervising, leading, and delegating tasks and authority.
- Accurate accounting of monies

Work Environment:

- Work is performed in and around zoo facilities.
- Some travel required in the 30-mile radius of city with occasional professional development opportunities.