

JOB DESCRIPTION
VP OUTREACH (FORMERLY 2ND VP)
(Revised 2024)

Reports to: CMZA President and CMZ Director of EdVenture

Position Summary:

This position is the main contact for teachers/leaders who would like to book Tours and Safaris during the school year. The VP Outreach will determine the number of docents required for Safaris and Tours, based on the information supplied. The VP Outreach Elect, the Tour Coordinator, the Safari Coordinator Zoopeteers and Zoom loft report input or concerns to the VP Outreach, who in turn takes these to the Executive Board meetings.

General Responsibilities and Duties:

- “Books” tours and safaris for the Auxiliary and sends out tour alerts to Docent and Safari Coordinators, VP Outreach Elect.
- The VP Outreach attends all Board Meetings, Docent Meetings (formerly TE/IE), and Education committee meetings and shares monthly reports/information as warranted from team members.
- “Chairs” the Outreach Team: VP Outreach Elect, Tour Coordinator, Safari Coordinator, Zoopeteers, and Zoom (Loft).
- VP Outreach is responsible for purchasing a gift for the outgoing CMZA President. The receipt is forwarded to the Treasurer (\$50-\$75).
- Meets with and maintains close communication with the VP Outreach Elect.
 - Sends invoice to Jennie in EdVenture of upcoming tours and payment due to CMZ.
- Keeps communication open with EdVenture, Stacey Graham.
- Create and maintain a spreadsheet (or such document) with pertinent details on tours and safaris completed during the year.
- “Tour and Safari Alert” sheet is the “booking” sheet which contains all of the information which must be gathered from the teacher/leader of the group requesting a docent-led tour. Be sure it is the teacher scheduling the tour. It is necessary in order to complete the tour alert sheet to

send to the Docent Coordinator and the Safari Coordinator to prepare an accurate invoice and have the most successful tours.

Primary Responsibilities and Duties

- Return all emails/phone call regarding tours within 24 hours to teachers/leaders.
- Assist the teacher/leader for available dates and time for the tour.
- Maximum number of students on docent-led tours on any day is 125-200.
- Advanced tours are more difficult to fill with docents, so limiting the number of basic tours on days where there is an advanced tour is helpful.
- Discourage tours on Wednesdays as these are the docents' meeting/training days. (May is the exception to this rule –except for mandatory meeting days)
- Assist the teachers/leaders choose a date and time for the classroom Safari.
 - Safaris are by classroom. Schedule safaris back-to-back, one docent can do 2 or 3 safaris at one school.
- For schools located more than 40 miles away from the zoo, every effort should be made to send at least 2 docents. Therefore, Safaris could be scheduled simultaneously. Safaris last 45-60 minutes.
- Number of students on the tour determines how many groups/docents will be needed for the tour.
- One adult chaperone per docent group.
- Kindergarten & 1st grade – approximately 5-6 students per group.
- 2nd and 3rd grade approximately 7 students per group.
- 4th grade approximately 8 students per group
- 5th grade and above 9-10 students per group.
- Some schools/teachers may have “extra teacher chaperones” who are not responsible for a group, but rather can roam from group to group to check on their students.
- Tour and Safari dates and times established, get the rest of the information for the “Tour and Safari Alert” from the teacher/leader.
- Tour/Safari Alert is sent to the Tour and Safari Coordinators and VP Outreach Elect to put on Sign Up Genius for sign up. This info is also necessary to prepare the Invoice for each tour.
- VP Outreach Elect sends invoice, vocab sheet, confirmation letter, chaperone guidelines, and parking information to the teacher.

- Additional prepaid Adults needs to be accounted for one week before the zoo trip in the event invoice needs to be updated and sent to the EdVenture.
- Guest Services (gsmanagers@cmzoo.org) and SSA (aprilhall@thessagroup.com) only if large group and will be eating at one of the restaurants.
- 10 groups on a single day, or more than 100 students, request Destiny to have a bin or partial bin of lettuce brought to the Tower for docents.
- Send the completed Invoice to VP Outreach Elect, Edprogramscmzoo.org. (EdVenture does NOT put any on the master calendar until they receive the Invoice.
- Be available for any changes/updates on invoices with the teachers via phone calls or emails. You may need to update the invoice and resend it to Edprograms@cmzoo.org. You should let the Tour Coordinator or Safari Coordinator know if any of the changes pertain to them.
- ***During the summer especially, and even during the fall and spring, you will receive inquiries about Zoomobile, self-guided tours, visits to schools, etc. route calls to these specific areas. Encourage the person to apply right away as these programs fill very quickly.

Month by Month Responsibilities and Duties

June

- Schedule a debrief meeting with Outreach Team to discuss how the year went and discuss strengths and needs at the meeting. Discuss next steps needed for each group.
- Meet one-on-one with the VP Outreach Elect to go over duties and responsibilities.
- Provide notebook and flash drive with pertinent information to incoming VP Outreach.
- Be alert for June and July docent led tours!
- Be available during the transition period and provide support as needed to incoming VP Outreach.

July

- Keep in contact with EdVenture Department and schedule meeting with Stacey to discuss the year ahead and share updates that will be done and suggestions that she has. Verify prices for Docent Tours and related costs with EdVenture Department.
- Update the Teacher's Guide with new VP Outreach contact information and any other changes. Have VP Elect proofread Teacher's Guide.
- Submit revised Teachers Guide to Stacey, in Word format, to contact the Web Master so CMZ website can be updated.
- Contact Stacey to have Web Master (Jenny Kerchner) with the new VP Outreach contact information for CMZ website. Correct phone number and email address for scheduling tours and safaris.
- Verify prices for Docent Tours and related costs with EdVenture Department. (Stacey)
- Contact chair of Zoopeteers to determine if any revisions/additions need to be made in Teachers Guide.
- Meet with Outreach Team to discuss job duties & expectations for the year.
- Create detailed spreadsheet for data collection and Master Calendar with scheduled Safaris and Tours. This will allow open slots to schedule tours and safaris.

August

- VP Outreach Elect sends out the Superintendent permission letter with updated Teachers Guide. As these permissions come in, send the Teachers Guide to teachers on the contact list. (Works better with 2 people looking up names and email addresses, as positions sometimes change from one school year to another.) Not all Superintendents will return permission letters.
- Look at last year's bookings and send Time to Book Tour and Teachers Guide to those teachers. (late August and early September)
- Respond to email/phone messages within 24 hours.
- Complete and send out any tour alerts and invoices to the necessary people.

- Booking Tours and Safaris: Advanced tours are more difficult to fill with docents. Be careful how many tours you book in a single day! Schools more than 40 miles or more from Colorado Springs require 2 docents for Safaris.

September - December

- Continue with steps noted above.
- Remind VP Outreach Elect that “Time to Book Your Tour” reminders are to be emailed out in early January.
- Remind teachers you cannot confirm tour and safari dates and times until they have confirmed a bus. This is essential to do! Allow about 5 days to hear whether they have a confirmed bus!
- Remind teachers if funds are scarce to fill out an application for a scholarship from the zoo. Stacey is in charge of granting scholarships. Stacey will notify if a scholarship has been granted.

January-February

- Help the VP Outreach Elect to send out “Time to Book Your Tour” with Teachers Guide attached, to people on the contact list who booked the previous spring.
- Begin scheduling Spring Safaris and Tours by responding to emails and phone calls from schools.
- Check in with EdVenture to inquire about any feedback from fall tours.

March – April

- Notify VP Education, Safari Coordinator and Tour Coordinator of upcoming Safaris and Tours to coordinate certifying new trainees.
- Continue with all duties as defined above.
- Keep BOD updates with numbers of tours coming in and any large groups on the calendar. The Auxiliary can be made aware of this information with an article in the Zooline.

May

- Continue with duties as defined above.
- Prepare End of Year-Report to include:
number of Safaris, number of Safari docents, number and type of Tours,
number of Tour Docents, number of students/clients served and anecdotal
information.
- Send copies of the Year-end Report and spreadsheet data to the CMZA
President. Send the Job Description to the CMZA President Elect.