



CHEYENNE MOUNTAIN ZOO

Job Description

Position Title: Summer Camp Mentor
Department: Education
Reports to: Community Programs Supervisor
Supervises: None
FLSA Status: Non-Exempt

POSITION SUMMARY: Summer Camp Mentors take a leading role in environmental education for preschoolers through 6th graders in the Zoo's, summer camp programs. The goal of these programs is to instill and foster a lifelong love for nature and animals as well as introduce or develop lifelong passions for activities that tie youth directly to wildlife and/or wild places. Through live animal presentations, games, Zoo hikes and time with nature, camp mentors will help children provide a link between people and natural world. Promotes professional working relationships with both internal and external customers. This position is non-supervisory in nature. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

QUALIFICATIONS AND REQUIREMENTS:

- Must be at least 18 years of age.
- Current CPR/First Aid certification (not to expire during summer camp program: May- August) required.
- Experience working with diverse audiences and varying group size, including children (Pre-K through high school) in a formal or informal educational setting is a plus.
- Willingness to learn to work alongside a variety of animals.
- Willingness to work with children of all ages on a daily basis.
- Bilingual in English and Spanish a plus.
- This job requires great flexibility in work schedule with weekday, evenings and occasional late nights as necessary to fulfill job duties and program requests.
- Must have excellent written and verbal communication skills and demonstrate the ability to interact clearly and effectively with both internal and external customers.
- Must submit to and pass a pre-employment drug/alcohol screening and criminal background check.
- Must be able to provide proof that you can legally work in the United States.
- Computer efficiency in computer applications such as Word, Excel, internet and email.
- Skilled in establishing and maintaining effective working relationships with co-workers, vendors, Zoo staff, and the public.



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- Must have a high attention to detail.
- Take ownership and pride in responsibilities.
- Possess the ability to organize and prioritize while working with strict deadlines.
- Ability to multi-task and pay attention to detail in a fast-paced environment.
- Ability to make good decisions regarding the welfare of children, animals, guests and organization.
- Ability to remain calm under pressure.
- Able to work alone or with minimal day-to-day supervision.
- Ability to provides superior customer service skills.

RESPONSIBILITIES AND DUTIES:

ORGANIZATIONAL EXPECTATIONS:

- Ensure discretion with confidential information.
- Maintains courteous, helpful and professional behavior on the job.
- Will support the success of the entire team by promoting a collaborative work environment.
- Adheres to all CM Zoo Policies and Procedures, CM Zoo Safety Policies and Procedures, USDA guidelines and OSHA safety guidelines.
- Consistently contributes to problem solving and cooperates with identified resolutions.
- Must demonstrate regular attendance and punctuality.
- Brings issues and process improvement ideas to the attention of the Supervisor.
- Maintains verbal and written skills required for the position.
- Completes trainings as required.
- Adheres to Company Dress Code Policy. Always "Zoo Crisp!"
- Demonstrates appropriate level of time management in support of co-workers and the entire team.
- Represent the Zoo in a professional manner.

DEPARTMENTAL EXPECTATIONS:

To include but not limited to the following:

- Assist in overseeing teenage volunteer(s) in our Zoo Crew program.
- Create and present exceptional and dynamic interpretive programs featuring live animals, biofacts, games, crafts, and on-site zoo hikes on our nature trail.
- Identify and demonstrate conservation efforts for all education programs.
- Complete internal training programs.
- Maintain cleanliness and organization of program facilities at all times.



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- Ensure the safety of all program participants.
- Must be able to work with our experienced staff of environmental educators and further develop their educational and interpretive skills.
- Other duties as assigned.

INDEPENDENT ACTION:

Must be a self-starter, take initiative, possess a high level of multi-tasking ability under high degree of pressure and be able to work with limited supervision.

EXTERNAL AND INTERNAL RELATIONSHIPS:

Must be a cooperative and collaborative member of the team and able to handle interruptions, requests for information and assistance from employees with an attitude of good customer service.

Works with Community Programs Supervisor, Outreach Supervisor, and Teen Programs Supervisor, Zoo volunteers and guests.

Contacts are with all Education staff, youth participants and parents, docents, Zoo Crew (teenage interns), all Zoo departments and our very important Zoo guests.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical Requirements - While performing the duties of this job, the employee is frequently required to stand; walk; lift heavy objects; sit; use hands to finger, handle or feel objects, tools, or controls; talk, see, hear and smell. Responsible for handling all types of animals, engaging guests in animal husbandry practices or interpretive programs. The employee is occasionally required to reach and stretch with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may be required to endure extremes in temperature and may work in hazardous environments where personal protective equipment is required. Requires full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use department equipment, to communicate effectively; requires standing, walking, sitting (possibly for long periods of time) and performing repetitive tasks (including working on the computer) for up to the entire work day; requires the ability to lift/carry up to 50 pounds using appropriate body mechanics.
- Visual, Hearing and Communication Requirements - Requires corrected vision and hearing to within normal range, with or without reasonable



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accommodation.

- Environmental Conditions – Working in a closed office environment and an outdoor environment. Work space may be shared. Working conditions may be noisy with fluctuating indoor and/or outdoor temperatures. May be exposed to a risk of bodily injury through contact with moving instrumentation, substances and other conditions common to an office or Zoo environment. Subject to exposure to animals or Guests, which may have the potential for physical aggression. May be exposed to a risk of bodily injury through contact with moving instrumentation, toxic substances, bodily fluids, animal attack, communicable diseases, outdoor weather conditions and other conditions common in a Zoo environment. Subject to unpleasant odors. May be exposed to wet/humid/sunny conditions.
- Pressure Factor - Requires working under stressful conditions. Moderate pressure to meet scheduled and recurring deadlines. The work week will consist of up to 40 hours a week (May-August) as needed for camp programs and may include overnights at the Zoo. We do not guarantee a maximum/minimum number of hours as hours are dictated by the volume of programs we have on any given week throughout the camp season.

Acknowledgement

I have read and understand the above job description; and I can perform the essential functions of this position and ensure that the Organization's Policies, Goals and Objectives are met and maintained.

Print name

Signature

Date