



# RIO GRANDE ZOO

## GREETING TEAM

### BIOPARK EDUCATION VOLUNTEER

### JOB DESCRIPTION 2008

#### **PURPOSE**

Greeting Team members act as hosts/hostesses for Zoo visitors, greeting school children and the general public. Greeters explain what visitors can expect to see, help them plan their visit, explain Zoo etiquette, answer operational questions, and provide customer service in a friendly manner.

#### **REQUIREMENTS**

Anyone over 18 years old is eligible to become a Greeting Team member. Skills needed to become a successful Greeter include: an ability to talk informally to children and adults, both in groups and one-on-one; ability to effectively communicate Zoo rules in a non-threatening manner; enthusiasm for the Zoo; and dependability. Greeting school groups requires a considerable amount of walking and standing. Greeting at the Welcome Booth involves more sitting. The required knowledge is taught. As a safety precaution, all applicants are required to submit to a City of Albuquerque background check before they can begin volunteering and an annual security check thereafter.

#### **DUTIES**

The Greeting Team works in the front of the Zoo and at the Welcome Booth inside the Zoo gates. Greeters supplement the BioPark Staff (cashiers and security) and provide added value to the visitor experience. Greeter duties include the following:

- Welcoming school groups and providing a brief orientation which explains Zoo policies and the concept of the Zoo as a classroom.
- Welcoming general visitors, answering their questions and explaining special points of interest or events of the day.

#### **MINIMUM TIME**

Volunteers create their own schedule. They may work anytime the Zoo is open, 9am-5pm, seven days a week, year round. The busiest season is March-May, 9am-2pm. A regular weekly schedule is encouraged, but not required.

Scheduling is the responsibility of the Greeting Team member. Shifts are from 8:45am-11:30am or 11:15am-2:00pm. If a substitute is needed, it is the Greeting Team member's responsibility to call and find the substitute. A list of all Greeting Team members will be provided.

A minimum of 60 hours a year is required to receive recognition as a BioPark Education Volunteer. At least 30 hours of these must be spent directly working as a Greeter; the remaining 30 hours may also be spent directly working as a Greeter or doing support work such as research, writing, attending monthly meetings, continuing education classes and Brown Bags, assisting with general BioPark projects, etc. Volunteers are responsible for tracking their own hours on an honor system. If a Greeter is active in another BioPark Education Volunteer program, the minimum number of required hours does not increase. The total of 60 hours may be divided between both or all jobs.

## **TRAINING**

Training to become a Zoo Greeter begins with a one-day training class that provides an introduction to the BioPark and greeting at the Zoo. Greeter trainees continue to learn by working alongside experienced greeters for at least one session (usually occurs on a weekday). Upcoming training dates are: Thursday, June 19 and Thursday, September 25.

## **UNIFORM**

Greeting Team Volunteers wear a green uniform vest, which is borrowed from the BioPark Education Building. Volunteers must also wear their BioPark ID and nametag. Volunteers are responsible for acquiring solid-colored clothing (blouse/shirt and pants/skirt/shorts) in uniform colors to wear with the vest. Uniform colors are black, brown, beige or white. Comfortable shoes with a good tread are recommended.

## **BENEFITS**

BioPark Education Volunteers have the opportunity to do meaningful and gratifying education work with thousands of visitors to the BioPark, an important intangible benefit. Tangible benefits are also available. Upon completion of the training and a commitment to give the minimum number of hours, BioPark Education Volunteers receive an identification badge, which allows free regular admission to all BioPark facilities (Zoo, Aquarium, and Botanic Garden). While on duty, volunteers receive a discount at the food and gift concession stands. After the end of each calendar year, volunteers are awarded recognition items for their service. Volunteers are offered discounts to all fee-based BioPark Education programs and are invited to special volunteer-only events.

## **SUPPORT**

Resources exist throughout the BioPark to help volunteers fulfill their duties. Education staff can provide assistance, and small Education Libraries are available. Monthly education meetings are generally held on the first Thursday and first Saturday of each month, and all volunteers are encouraged to attend. The Zoo meetings are at 9:00am in the Zoo Ed Barn. Current BioPark happenings and facility-specific information are discussed. Volunteers are also invited to attend monthly Brown Bag Seminars following the meetings. Mid-month, a written update is mailed to all BioPark volunteers. Information on current happenings is also available on the bulletin board in the Education Barn.

## **COSTS**

You will need to put a \$10.00 deposit down on a key to the Barn. You will receive your \$10.00 deposit back when you resign from volunteering.

## **STRUCTURE**

Greeters report to the Zoo Education Coordinator, Allyson Zahm (764-6247). The Zoo Education Clerk, Lori Powdrell, and the BioPark Program/Volunteer Specialist, Cathy Wylie, are also available to provide assistance.

## **HOW TO APPLY**

Fill out the attached application and contract/release forms, and return to Albuquerque BioPark Education, Attn: Cathy Wylie, 903 Tenth Street SW, Albuquerque, NM 87102. Once your application is received, you will be asked to complete a separate background check form.

## **CONTACT**

For more information, contact BioPark Education:  
(505) 764-6245, [cwylie@cabq.gov](mailto:cwylie@cabq.gov), [www.cabq.gov/biopark](http://www.cabq.gov/biopark)  
The BioPark is a division of the City of Albuquerque's Cultural Services Department.  
For general inquiries, please call 311 (Relay NM, TTY 1-800-659-8331, or 711).

