

City of San José

TITLE: ZOO EDUCATOR FT/PT (6172/6173)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Parks, Recreation, and Neighborhood Services	Zoo Education Specialist	Non-exempt

CLASS SUMMARY:

Under general supervision, plans, develops designs and executes animal educational, informational and recreational programs to promote the activities and operation of the Happy Hollow Park & Zoo. Acts as a lead to Recreation Leaders and volunteers.

DISTINGUISHING CHARACTERISTICS:

This is the first level in the Zoo Educator series. It differs from Recreation Leader in that incumbents of have specific responsibilities for Zoo education, day to day activities and programs. It differs from the next higher class of Zoo Education Specialist as the single incumbent of that class is responsible for the overall supervision of Happy Hollow Park & Zoo's education programs.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications**Education and Experience**

Graduation from high school or equivalent and three (3) years' experience providing animal educational services in a zoo, science center, museum or animal care facility.

Acceptable Substitutions

Two years college course work in zoology, biology, ecology and conservation or closely related field may be substituted for two (2) years of the three (3) years experience.

Required Licensing (such as driver's license, certifications, etc.)

- Valid CA Driver's License, or obtain within 2 months of hire date.
- Valid first aid certificate, or obtain within 2 months of hire date.
- Valid CPR certificate, or obtain within 2 months of hire date.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Communication Skills - communicates and listens effectively and responds in an timely, effective, positive and respectful manner; written reports and correspondence are accurate, complete, current; well-organized, legible, concise, neat, and in proper grammatical form
- Problem Solving - approaches a situation or problem by defining the problem or issue; determines the significance of problem(s); collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.

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- Multi-Tasking - can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s)
- Innovation - exhibits creativity and innovation when contributing to organizational and individual objectives; seeks out opportunities to improve, streamline, reinvent work processes.
- Customer Service - demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently in a timely, accurate, respectful and friendly manner
- Communications Skills: communicates and listens effectively and responds in a timely, effective, positive and respectful manner; written reports and correspondence are accurate, complete, current; well-organized, legible, concise, neat, and in proper grammatical form.
- Developing Others - uses appropriate methods and a flexible interpersonal style to help others develop their capabilities.

Desirable Qualifications

(Knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)

Knowledge or

- Safety principles for working with domestic and non-domestic animals.
- Principles and practices regarding proper positive reinforcement training.

Skill in:

- Animal training, husbandry, and management.
- Managing audiences of all ages while safely handling domestic and non-domestic animals.
- Delivering, engaging, entertaining, and conservation education-based presentations to small and large groups of people.

Ability to:

- Present and supervise engaging animal shows, science based classes and other educational programs for all ages (infant-adult).
- Safely handle animals, enter zoo exhibits, and perform animal husbandry tasks.
- Work a flexible schedule that includes weekends, nights and holidays.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FRE-QUENCY*
1.	Plans and coordinates education programs such as group outreach programs, early childhood classes, Zoo sleepover programs, onsite classes, animal shows, summer camps, scout programs and other educational recreational programs.	Continuous
2.	Conducts presentations at the Zoo, schools and civic groups using education animals and other exhibits and utilizing the Zoo's resources to enhance public understanding and appreciation of wildlife and support for conservation of endangered species.	Continuous
3.	Participates in the development and designs of the educational curriculum content of programs, displays, signage and written material for appropriateness and verifies accuracy of data contained therein.	Continuous
4.	Maintains liaison and coordinates education activities with area schools, school districts and community groups.	Continuous

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DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FRE-QUENCY*
5.	Handles, trains and cares for domestic and exotic animals in the Zoo's animal collection professionally and safely	Frequent
6.	Participates in developing training protocol for animal education handling processes.	Occasional
7.	Provides enrichment activities and performs animal behavioral training for the animals used in education programs.	Frequent
8.	Promotes cooperative relationship with conservation and other concerned groups including zoos, museums, parks, educational institutions and organizations.	Occasional
9.	Provides information and referrals to participants and the community regarding activities and services available, including developing and disseminating publicity.	Occasional
10.	Assists with selection and training of class instructors and volunteers as needed.	Occasional
11.	Performs other duties of a similar nature or level.	As Required

*Frequency defined as %, (totaling 100%) *or* "Continuous" (daily or approximately 20%+), "Frequent"(weekly or approximately 15%+), "Occasional"(monthly or approximately 10%+), "As Required"(Intermittent or 5% or less)

CLASSIFICATION HISTORY <i>Created 12/14; s000</i>
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