



## Role description

### Visitor volunteer

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Title:	Visitor volunteer
Location:	Gondwana Park Zoo, Glenn Innes
Hours:	Casual, required to work a 14-day roster
Department:	Volunteers
Reporting to:	Volunteer coordinator, guest services team leader

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### Duties

- Working closely with volunteer coordinator, guest services team leader and other visitor volunteers to provide exceptional service and information to zoo visitors
- Man information desk handing out maps, timetables and amenities information to visitors
- Roaming popular visitor areas helping visitors, answering questions and directing them
- Assisting in emergency evacuation procedures
- Assisting in crowd control
- Assisting with events: directing and guiding guests as required
- Chaperoning groups of people through the zoo and taking or assisting with tours
- General administrative duties such as record keeping, stock ordering and management, printing and filing
- Assisting in the zoo shop
- Assisting with fund-raising activities where required

### Skills and experience

- Great communication skills
- Great presentation skills
- Great organisational skills
- Passion for wildlife and conservation
- Public speaking skills desirable
- Second language desirable
- Experience or qualifications working with the elderly, children, people with special needs highly regarded
- Working with children clearance required